



January 21, 2013

Robert Martindale
Kineto Van Lines (8788)

Dear Robert,

I would like to offer my personal congratulations to the staff of **Kineto Van Lines** on achieving a **Gold Quality Rating**. To reach this level an agency must maintain or exceed a level of 80 points (out of a possible 100 points) over the previous four business quarters. **This honour places your agency's quality in the top 20% of agents throughout Canada.**

The award is made based upon data compiled by our Quality Initiatives team. Points are determined by data comprised of a combination of customer quality of service surveys, cargo claim ratios and administrative/operational service ratings.

We recognize the amount of consistent effort required achieving these ratings and we believe that your agency exemplifies **an unparalleled commitment to Total Quality Service**. We are extremely proud to have your team as part of the Atlas Van Lines family.

Yours truly,

A handwritten signature in blue ink, appearing to read 'R. Bubnick', is written over a light blue horizontal line.

Richard Bubnick
Manager, Quality Initiatives
Atlas Van Lines (Canada) Ltd.

c.c. Mr. Robert J. Clark, President & COO
c.c. Mr. Fred Haladay, Senior V.P. & Chief Commercial Officer

485 North Service Rd. East. Box 970 Lakeshore West PO Oakville, ON L6K 0C1 Tel 905-844-0701
www.atlasvanlines.ca



Better Business Bureau
505 - 700 Industrial Ave.
Ottawa, Ontario K1G 0Y9

t (613) 237-4856
f (613) 237-4878
toll free 1-877-859-8566

Robert Martindale
Kineto Van Lines
1-2750 Stevenage Drive
Ottawa ON K1G 5N2

2-413 xxRET(A)

May 6, 2013

BBB Honour Roll

Dear Mr. Martindale,

Congratulations! You have earned a place on the Honour Roll of the Better Business Bureau® serving Eastern and Northern Ontario and the Outaouais.

Qualifying criteria:

- ✓ BBB Accredited Business for at least five years
- ✓ Complaint-free for 2012 calendar year

The BBB commends you for this accomplishment.

Enclosed is your 2012 Honour Roll decal — display it proudly.

Should you wish to advertise the 2012 Honour Roll, please email your request to info@ottawa.bbb.org. We will then send you a jpeg of the Honour Roll decal to use in your advertising campaigns.

Congratulations on your success and thank you for promoting trust in our marketplace!

Sincerely,

Diane Iadeluca
President & CEO

Note:

If your accreditation is cancelled or revoked, you can no longer display the Honour Roll decal. This program does not affect the rating of the business.

BBB Annual General Meeting

Look for your invitation to the AGM on May 29, 2013 at 8 a.m. Pine View Golf Course.

Group Insurance Plan

Take advantage of the Group Insurance Plan for BBB Accredited Businesses.

Contact
Tim Barton at
613-762-6316.

See enclosed brochure.



Sponsored by
eagle

High Alberta Education

MASC Young Authors & Illustrators Conference



We are delighted to be working once again with **Kineto Van Lines** in support of the MASC Young Authors and Illustrators Conference. Now in its 22nd year, the Conference brings together nearly 600 children from grades 4 to 8 to work with eight of Canada's favourite authors and illustrators. Since 2009, **Kineto** has been an important community contributor helping to make this wonderful event a thrilling opportunity for regional students. Thank you!

<http://www.masconline.ca/en/events/young-authors-illustrators-conference.aspx>

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Wednesday, March 27, 2013 9:40 AM
Subject: Fw: Move to the Frobisher

----- Original Message -----

From: <jloulimatheson@gmail.com>
To: "Kam Mahfouz" <kam@kinetovanlines.com>
Cc: "Edward & Nina" <edandnina@rogers.com>; "Catia Louli"
<media.spin@hotmail.com>
Sent: Wednesday, March 27, 2013 8:29 AM
Subject: Move to the Frobisher

> Kam
>
> I wanted to let you know that my parents and I very much appreciated the
> quality and professionalism of your team.
>
> Ryan1 and Ryan2 are two exceptional young men that represented your
> company well. They are polite and conscientious, helpful and
> accommodating.
>
> Lee lead his team with expert professionalism, and was a very good
> communicator. I knew we were in good hands.
>
> My parents are settling well as a result of the excellent client service
> from you and your team. Please let them know.
>
> Warmest regards,
>
> Josette Louli-Matheson
> for/Edward & Nine Louli
> Sent from my BlackBerry device on the Rogers Wireless Network

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Wednesday, April 24, 2013 11:31 AM
Subject: Fw: Hi Kam,

----- Original Message -----

From: Debby Johns
To: kam@kinetovanlines.com
Sent: Wednesday, April 24, 2013 11:17 AM
Subject: Hi Kam,

Just to confirm my telephone message regarding the excellent service by your three men who moved my furniture from my home into storage on Nov. 22, 2012 and then to my new home on March 22, 2013.

They were pleasant, helpful , efficient and did a good job.

Sincerely,
Debby Johns

Bob Martindale

From: "Jo-Ann McLachlan" <morrisj@rogers.com>
To: <bob@kinetovanlines.com>
Sent: Thursday, June 13, 2013 8:00 AM
Subject: My move

Hi Bob:

Hello:

My name is Jo-Ann McLachlan and your moving company recently moved my family from 1284 pebble Road in Ottawa to 703 Hazelnut Crescent in Findlay Creek. I just wanted to let you know the guys who did the move were excellent. I was very impressed and thankful. They were efficient and competent professionals. The work involved in a move can be a lot of work and stress. Your company helped to reduce this stress load. And for that, I am very grateful.

Sincerely,

Jo-Ann McLachlan

Sent from my iPhone=

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, September 13, 2013 8:35 AM
Subject: Fw: Yesterday's movers

----- Original Message -----

From: bettyannhinch@yahoo.ca
To: sales@kinetovanlines.com
Sent: Friday, September 13, 2013 7:53 AM
Subject: Yesterday's movers

Good morning!

I just wanted to send a quick note to say how incredibly pleased we were with the 4 movers you sent to help us in our move from Russell to Perth. All four young men were cordial and hard working. My husband commented on the fact that they just didn't stop moving. All 4 were busy doing something at all times. The move went very quickly. The packing in the truck was incredible and they checked in with us continuously to make sure there wasn't anything else they could do. We have used other moving companies in the past and they were no where near as good as the 4 men you sent yesterday!

I received a letter in the mail from your company to call for a quote and my husband and I are glad we did.

I am a local real estate sales representative and I will be sure to recommend you company to my clients. Please send me some of our business cards to Betty Ann Hinch, Coldwell Banker First Ottawa Realty Brokerage, 2034 St. Joseph Blvd., Ottawa, On.

Have a great day and please pass on to our movers how much we appreciated their customer service and hard work!

Betty Ann Hinch

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Tuesday, October 01, 2013 12:20 PM
Subject: Fw: Move yesterday

----- Original Message -----

From: <gary.h.hay@gmail.com>
To: "Bob Martindale Kineto Van Lines" <kam@kinetovanlines.com>
Sent: Tuesday, October 01, 2013 12:14 PM
Subject: Move yesterday

> Just a quick note to tell you I am very satisfied with the my move
> yesterday. I will definitely use your company again for my next move, and
> will recommend Kineto to my friends and family.
> The guys were Andre I believe, and I forget the other guy's name. Plus a
> 3rd guy joined the team at my new place.
>
> Cheers
> Gary Hay
>
>
>

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, October 11, 2013 11:45 AM
Subject: Fw: Exception Workers and Service

----- Original Message -----

From: Cathy Jones
To: kam@kinetovanlines.com
Sent: Friday, October 11, 2013 11:35 AM
Subject: Exception Workers and Service

I wanted to send a quick note to recognize the professionalism, courteousness and exception work of two of your employees. On September 25th, Andre and Nick undertook a local move for me and made my move (and my stressful life) a piece of cake. I cannot stress enough what an asset they both are to your organization. I would happily provide references for your company and their team for any future clients. Keep up the great work!

Sincerely,

Cathy Jones
(613)769-8858