



October 17, 2011

Mr. Robert Martindale
Kineto Van Lines
2750 Stevenage Drive, Unit 1
Ottawa, Ontario
K1G 5N2

Dear Robert,

I would like to congratulate all of the staff of Kineto Van Lines on being selected to receive the *Atlas Van Lines' 2011 Regional Quality Award* for eastern Canada. The eastern region includes all provinces east of the Manitoba border.

This achievement is tangible proof that your Agency's dedication to superior **Quality Service and Customer Satisfaction** is recognized by Atlas and more importantly, by all of the Customers you have served so well.

The selection of your company as recipient of this award was based upon data compiled by our Quality Initiatives staff. Data comprised of a combination of Customer Quality Surveys and cargo claim ratios. 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** and to the many families that we move each year.

We are very 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'.

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

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



Friday, June 3, 2011

Kineto Van Lines,
1-2750 Stevenage Dr,
Ottawa, ON,
K1G 5N2

Dear Cam,

The Young Authors and Illustrators Conference was, once again, a great success. 576 enthusiastic children and 8 involved and happy authors and artists – to say nothing of the army of volunteers who went home thanking US for the opportunity! It was heartening to hear the participants telling their parents in glowing terms all about their day as they went out the door. Parents of children who attended last year commented to us on the affect the conference had on the quality and output of writing and drawing ever since.

Some previous attendees, now in high school and above the age range of the conference, are so keen to continue at the event that they ask to return as "shadows" (assistants) for the authors. We've recently heard from one of last year's authors that she's been in collaboration with her shadow, who's created the art work for the cover of her newly released novel and is working on a manga version of one of her older books.

The connections formed, and learning shared between authors and students is so valuable and exciting. Thank you for your contribution to the event. Moving all our many boxes and supplies to the conference site is such a huge help! It would take hours of time on the part of our volunteers, who are taxed enough at that point, just getting things organized. You've done this year after year, and I hope you know how much it's appreciated. Justin was tremendous – I was amazed that he got everything in the van for one trip! Not only that, but he stacked things according to their labels as he unloaded. That's attention to detail!

Thanks again for your help, your support makes a difference.

A handwritten signature in blue ink that reads "Janet Sullivan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Janet Sullivan

Young Authors and Illustrators Conference Coordinator

Bob Martindale

From: "CAROLYN J WILLIAMS" <caigie@rogers.com>
To: <sales@kinetovanlines.com>
Sent: Tuesday, March 08, 2011 2:40 PM

Hi Bob;

This is further to our conversation of last week concerning our recent move. We moved last Monday, February 28th from Holland Avenue in Ottawa to our new house in Stittsville.

I just wanted to let you know that my husband and I were extremely happy with the service we received. Your team was not only professional and courteous but very efficient. The weather on that day was not exactly ideal with freezing rain and a blizzard, however, the crew arrived on time and had us moved into our new home by 1 p.m. Under Leigh and his colleagues, we were very well treated and I just wanted to pass this on to you so you could let them know as well how pleased we were.

We will certainly use your firm again should the occasion arise and have no hesitation in referring your company to our friends. Thank you once again for a job well done.

Carolyn Williams
78 Monterossa Street
Stittsville, Ont.

March 12, 2011

Kineto Van Lines
1-2750 Stevenage Dr.
Ottawa, Ontario
K1G 5N2

Attention: Bob


RE: Helene Labelle
398 Phoenix Cres.
Orleans, Ontario
K1E 1V7
Bill # 08674

Dear Sir,

I would like to thank you for the wonderful service you have provided me on February 23, 2011. Lee and his two helpers were well dress, polite and the work was excellent. I was amazed to see them empty a house and put everything in the new home the way they did it. The coordination, accuracy and timeline they followed were wonderful to see with my own eyes.

I Thank You again and, will recommend your company to others.

Sincerely yours,



Helene Labelle

PS: Please let Lee and his two helpers know that I sent this letter and say thank you to them again for me.

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Tuesday, August 09, 2011 8:28 AM
Subject: Fw: 729 Princess Louise

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

From: "Craig Gideon" <Craig.Gideon@aadnc-aandc.gc.ca>
To: "Kam Mahfouz" <kam@kinetovanlines.com>
Sent: Tuesday, August 09, 2011 8:21 AM
Subject: 729 Princess Louise

Hi Kam,

I just wanted to send an email to you to say thank you for the fantastic service your guys provided for us during our move. They were very professional and very efficient. Please pass on our thanks to the three guys that worked that Saturday (I forget their names, I believe Lee was driving the truck). I would recommend your company to anyone moving.

Thanks Again.

Craig Gideon
Negotiator- Negotiations Central
Phone - 819-997-3571
Cell - 613-240-4212
Fax - 819-994-1831
Craig.gideon@inac.gc.ca

8/16/2011