

## Canadian Arctic Resources Committee

July 28, 1998

Mr. Kamal Mahfouz Kineto Van Lines 1250 Old Innes Rd. Bay # 521 Ottawa, ON K1B 5L3

Dear Kam,

Now that we are settled in to our new address I want to take this opportunity to say thank you for the fine moving service you provided to the Canadian Arctic Resources Committee (CARC).

The packing and moving crews were thorough, careful, courteous, and informative, and simply got on with their work. Dwayne and Steve had everything under control and managed all aspects of the move exceptionally well. They were a great help in setting up the store room shortly after the actual move.

I appreciated your help and advice too. Both, the move in Ottawa, and to Waterloo went without a hitch – except for my forgetting to clear the Waterloo move with the building managers.

Again, thanks for a very professional job

Yours sincerely

Robbie Keith

Executive Director

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# St. Michael Building Campaign

"Building the Culture of Life"

April 21, 1998

KINETO Van Lines 1250 Old Innes Road, Bay 521 Ottawa, ON K1B 5L3

Dear Sir and/or Madame,

First of all I wish to apologize for mailing this letter so late but, as you know from your business, unpacking, having the furniture placed where everyone wants it, take care of a thousand details -- it makes for a lot of work!

I want to tell you that Dwayne and his crew did an excellent job. They were very kind and courteous to myself and my staff. I was very impressed by the professionalism they showed in handling our move.

Thank you very much for your great service. You can count on us to call on you again when the need will arise and also to pass on your name to others.

Sincerely,

Eric Vink

Senior Executive Assistant

March 10,1998 46 Gordon Street OHawa, Ontario KIS 4CB

Robert Martindale Kineto Van Lines 1250 Old Innes Road Bay 521 OHawa, Ontario KIB 513

Dear Mr. Martindale,

Now that the dust has settled from our recent move, I'd like to commend your great team of movers, Jeff, Steven and Kevin. In addition to being extremely hardworking and diligent, they were very personable and exceptionally courteous. The only "strong words" uttered during the move came from my mouth (when I realized I had left something at the old house)!

I have already recommended your firm to three sets of acquaintances and friends who are planning upcoming moves.

Please pass on my thanks to your excellent team for their excellent service.

Yours sincerely, Sachito Okuda Michel & Louise Wylie 676 Tillbury Avenue Ottawa, Ontario K2A 1A1

Tuesday 21 April, 1998

Kineto Van Lines Bay 521 1250 Old Innes Road Ottawa, Ontario K1B 5L3

RE: Our successful move

Dear Kineto:

I write to express our satisfaction at the successful move you undertook for us from 8 Abitibi Crescent, Nepean to 676 Tillbury Avenue, Ottawa.

Your crew packed our home on Tuesday 24 March, and moved us on Wednesday 25 March. The crew worked hard both days, and managed to move the effects of a four-bedroom house very efficiently. They were very friendly, and helped make our move a very pleasant experience. We were more than happy to supply them with all the Pepsi they needed!

I wish to thank crew chief Duane, and his colleagues Kevin, Steve and Jeff; also the packers who were here Tuesday, Sylvain and Mario.

This is the second time we have moved with you, and from our experience, I would not hesitate to recommend Kineto Van Lines (in fact I already have on two occasions since!).

Sincerely,

Michel Wylie

### **Heather Phaneuf**

14 Black Forest Lane Nepean, ON K2H 5C8 613-596-9106 barneuf@magmacom.com

July 27, 1998

Kineto Van Lines c/o Robert Martindale 1250 Old Innes Road, Bay 521 Ottawa, ON K1B 5L3

RE: Domestic move July 16, 1998

Dear Mr. Martindale:

Just a quick note to let you know how easy it will be to recommend Kineto Van Lines to our friends.

As I had mentioned, your organization had come highly recommended from a dear friend who moved a few years ago into her first house. Our only experience with movers had been a company move from Montreal to our new city of Ottawa in 1990 - we had some problems.

That experience is nothing compared to the professionalism and good will of the Kineto team that appeared on our Orléans doorstep on July 16. Dwayne and his crew worked efficiently and with enthusiasm. Their team spirit was a pleasure to observe and we rapidly began to relax. Even the cat, cleverly disguising himself as a dust mote under the bed, lost no hair over their treatment of him.

We will be moving into our own home next year at some point and will, without question, be calling upon your services again. Thanks for making our moving day stress-free! Please let the team know that their hard work did not go unnoticed - thanks guys!

Sincerely

Heather Phaneuf

barneuf@magmacom.com

PS - If I'm right, and I think I am, one of the team had a lovely singing voice and it came at no extra charge! Shucks.

19201 Vista Lane Unit B6 Indian Shores, Fl 33785 November 4, 1998

Kineto Van Lines 1250 Old Innes Road Ottawa, Ontario K1B 5L3

Attention: Bob Martindale

Dear Bob;

The move was the best we have ever had! Neither my husband nor I can remember any of our 23 moves in 20 years going as smoothly as this one. We want to thank you and your staff for a great job.

The packers, Sylvain and Lee, were very capable and co - operative and the crew that arrived the day our belongings went to storage, Jeff, Mario and Karl as well as Sylvain and Lee were just great. They worked very hard, many times on the run. and everything was in the trucks hours before I thought possible.

We will be contacting you in March for the date to move out of storage. At the present moment, our best estimate would be April 16,1999.

Please thank your great staff for a job well done, and thank you for arranging a difficult move so well.

Yours truly,

M.A. Marsh

Dr G march

fel + guy 727 - 593 - 0895



November 27, 1998

Kineto Van Lines 1250 Old Innis Rd. Bay 521 Ottawa, Ontario K1B-5L3 Attention Kam Mahfouz

Dear Kam,

We just wanted to write to you and thank you and your company, especially John, Carl, Neil and Dwayne for the great service we received during our move. We want to give praise to them for the great care they took in wrapping and going the extra step to ensure all our furniture arrived at our new home in perfect condition. During our move nothing was broken, dropped or destroyed, not even any of the glass table tops, pictures and even our plants were handled with care. It sure made our move a lot easier and worry free.

Many thanks again, and please let the guys know that we were very grateful for a job well done. We would highly recommend your company to our family, friends and coworkers.

Many thanks,

Barry and Joanne Martin

58 Clydesdale Ave.

Kanata, Ontario K2M 2M4 From: Lou and Anne Marie Pedron

64 Viewmark Drive Richmond Hill, Ontario

L4S 1E4

To: Kineto Van Lines

1250 Old Innes Road

Bay 521

Ottawa, Ontario

K1B 5L3

Subject: Mario Samson, John Dwyer and Scott Keough

Date: December 19, 1998

#### Dear Robert Martindale:

We would like to thank Kineto Van Lines for your efforts during our move from Nepean to Richmond Hill. As you may recall, our possessions were loaded on the truck on November 25<sup>th</sup> in Nepean and delivered to our new home in Richmond Hill on November 26<sup>th</sup>.

We would also like to recognize the efforts of the moving team: Mario Samson, John Dwyer and Scott Keough. This team transported our goods with excellent care and delivered them to the final destination on time.

Best wishes during this Holiday Season and all the best in 1999.

Sincerely,

Lou & Anne Marie Pedron