

April 6, 1997

Joyce Deutsch
113 Talmage Ave
Richmond Hill, Ont
L4C 3J9

Dear Cam,

At long last, I have found the minute I needed to write the reference letter that I promised. It was about a year ago that we chose your firm from among many to move our belongings to our new home in Toronto. We were very pleased with the way the move was handled on your part.

Your company was on time, worked hard and even went above the expected by loading in Ottawa in the morning and unloading including setting up the beds on the very same night in Toronto. I realize that it was one day ahead of schedule but it sure made a difference for three very weary customers.

Upon unpacking everything survived the move intact and we are now happily settled. The transition to a new city is always stressful but in your capable hands the move itself was a piece of cake and I would be pleased to serve as a reference for your company.



Joyce Deutsch

PS I constantly am on the look out for true customer service and some would call me a hard customer to please so this letter of reference is definitely to be valued.

DOUGLAS S. CAMPBELL, STRATEGIC COMMUNICATIONS
WRITING • EDITING • PLANNING • RESEARCH

192 Beacon Hill Road, Beaconsfield, Quebec H9W 1T6
ph: 514-428-8958 • fax: 514-428-9105 • email: dcam@magi.com

April 24, 1997

Kam Mahfouz
Operations Manager
Kineto Van Lines (Ottawa)
1250 Old Innes Road
Ottawa, Ontario K1B 5L3

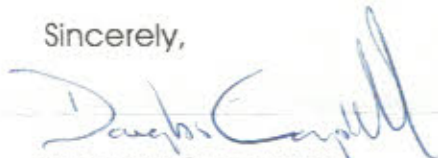
Dear Mr. Mahfouz:

I would like to thank you for your assistance with our recent move (from 2420 Clementine Blvd, Ottawa), and to express my *complete* satisfaction with the performance of your crew.

Each of the movers you assigned to our job was thoroughly professional, courteous and helpful. Both the packing and unpacking was completed carefully and efficiently, with no damage to our possessions and with obvious concern for our satisfaction.

Thanks to the efforts of your competent and friendly staff, the expected "chore" of moving became an enjoyable, worry-free experience. I would not hesitate to recommend your firm.

Sincerely,



Douglas Campbell

Unit 95
50 Northumberland Road
London, Ont. N6H-5J2

7 July, 1997

Kineto Van Lines
521-1250 Old Innes Road
Ottawa, Ont.
K1B 5L3.

Dear Sirs,

This letter is written to thank Kineto Van Lines staff for their part in a very successful move from Ottawa to London made by our family on 30 May, 1997.

Your company first came to our attention when we received a letter outlining your services shortly after we had sold our home in Ottawa. Our initial contact was with Kam, who was most professional, prompt and obliging. The actual move was accomplished by Dwayne and a crew of young men from Ottawa who proved to be courteous, efficient, obliging and above-all careful.

Unloading in London was equally efficient and careful. The net result is that our move was achieved with not a single item scratched, broken or lost, and for this we extend our grateful thanks to all involved in any way.

We asked for and received from Dwayne a supply of your business cards which we will enthusiastically pass along to anyone we know who requires the services of an excellent mover.

Yours very truly,



Dr. and Mrs. A.R. McKenzie

July 23, 1997

Mr. Kam Mahfouz
Kineto Van Lines
521 - 1250 Old Innes Road
Ottawa, Ontario
K1B 5L3

Dear Mr. Mahfouz:

Re: Move of July 15, 1997

Further to our telephone conversation of July 17, 1997, this letter is to let you know how impressed we were with the service we received from your company during the planning and execution of our move from 739 Stiles Crescent/16-15 Rockway Crescent to 59-2111 Montreal Road in Gloucester. We found your company to be professional, efficient and well organized from the initial discussions that I had with you to the service delivered by your men on moving day.

It was a very hot day, but the movers did not waste any time getting down to business and were extremely conscientious about the time spent on their lunch and breaks. Even though they worked quickly, they were very careful not to damage either the homes we left or the home we moved into. All in all, they made what could have been a very difficult day, much more pleasant. You can be sure that we will recommend your company to our friends. Thank you very much for the excellent service.

Sincerely,


Annette Gagnon and 
John Cottreau



2781 Lancaster Road, Suite 304, Ottawa, Ontario K1B 1A7
tel (613)736-9117 fax (613)736-9771 toll free 1-888-736-9117

September 18, 1997

Kineto Van Lines
1250 Old Innes road, Bay 521
Ottawa ON K1B 5L3

Dear Mr. Martindale:

Capital Vocational Specialists wishes to thank the team of movers who expedited such a smooth relocation of our facility. Their willingness to continually reposition furniture at the new site was particularly appreciated.

The move occurred without any hitches, enabling us to be fully operational by the next business day.

Very sincerely,

A handwritten signature in blue ink that reads "Susan Filuk".

Susan Filuk, M.B.A., B.Sc.(OT)
Director

Unit 514, 2650 Southvale Cresc.,
Ottawa, Ontario K1B 4S9
December 1997

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

Attention: Robert Martindale:

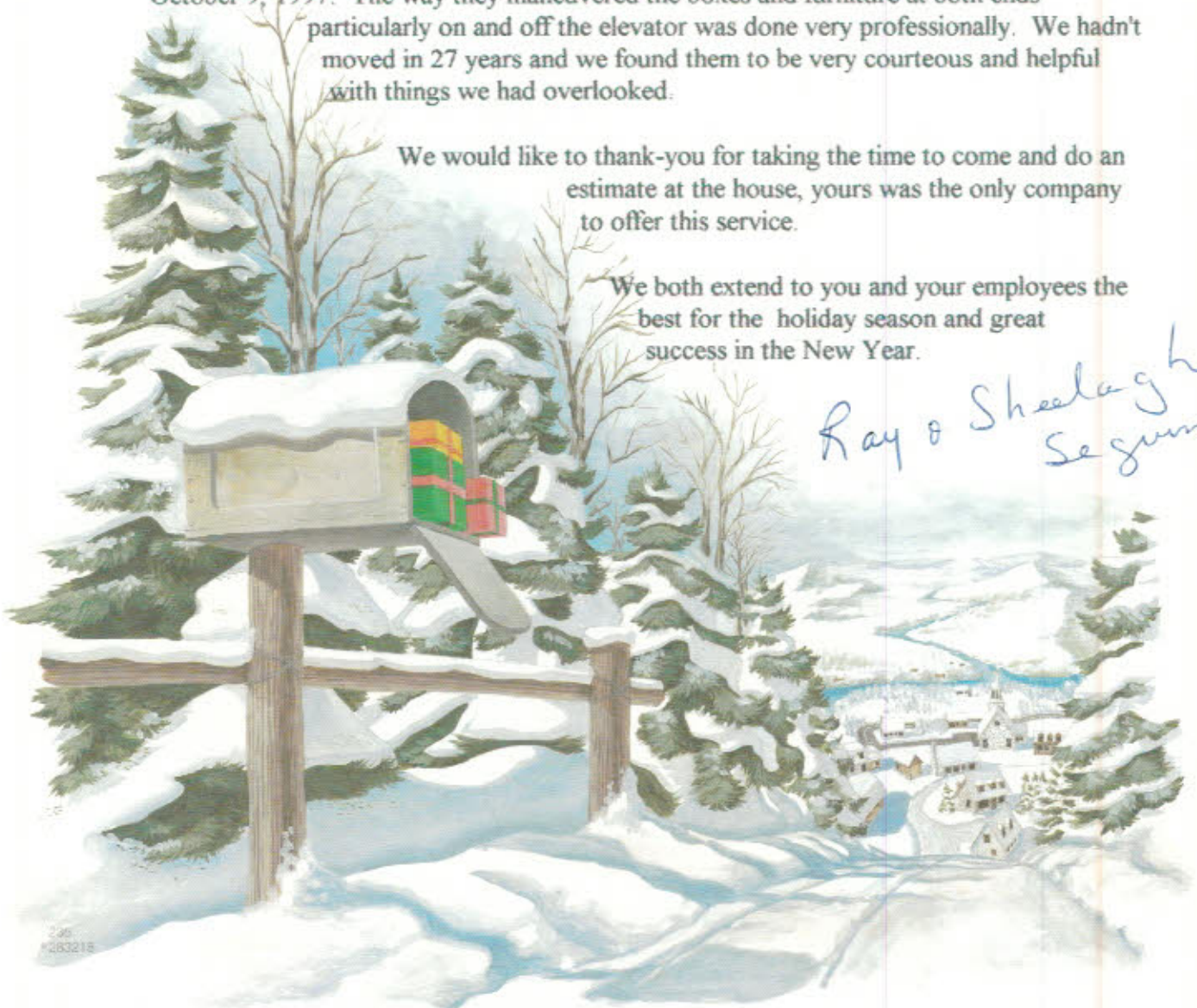
Dear Sir:

Ray and I would like to congratulate your company and the three young men that moved us from a house on Bickerton Avenue to a High Rise on Southvale Crescent, on October 9, 1997. The way they maneuvered the boxes and furniture at both ends particularly on and off the elevator was done very professionally. We hadn't moved in 27 years and we found them to be very courteous and helpful with things we had overlooked.

We would like to thank-you for taking the time to come and do an estimate at the house, yours was the only company to offer this service.

We both extend to you and your employees the best for the holiday season and great success in the New Year.

*Ray & Sheelagh
Sejourn*



December 18, 1997

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

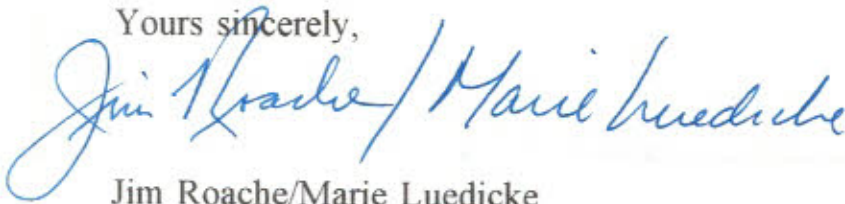
Hello Kam,

We would like to sincerely thank you for the superb job your team did on our recent move (December 15, 1997). We have moved many times in the past because our jobs have required it. This move was by far the best!

Everyone we dealt with was extremely competent, efficient and courteous. We experienced absolutely no loss or damage. And the three young men on the truck worked so hard and so well we could hardly believe it.

In a time of false promises and wholesale inefficiency, you were a wonderful exception. We just want you to know that it is really appreciated. A job extremely well done!!! Again, thank you so much.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Jim Roache / Marie Luedicke". The signature is written in a cursive style with a large initial "J" for Jim.

Jim Roache/Marie Luedicke