



July 10, 2014

Robert Martindale
Kineto Van Lines (8788)

Dear Robert,

I would like to offer my personal congratulations to the staff of **Kineto Van Lines** on being awarded a *Superior Quality Service Certificate*. This certificate is awarded to agents who have attained a *Platinum 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 and maintain a customer survey average of 4.5 or higher (out of a possible total 5.0 score) during the same time frame. **This honour places your agency's quality in the top 5% 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 Customer Satisfaction**. We are extremely proud to have your team as part of the Atlas Van Lines family.

Yours truly,

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

Richard Bubnick
Director, 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



November 17, 2014

Mr. Lee Rosales
Kineto Van Lines
Ottawa, ON

Dear Lee,

Congratulations on being selected as the *Atlas Canada 2014 Supplemental Fleet Professional Van Operator Regional Award* recipient.

Our Professional Van Operators must radiate confidence and reduce stress for families who are overwhelmed by all that is involved in a long distance move. As the back-bone of our industry you are asked to fulfill the commitments we have made to our customers every day. You, the professional van operators, have the greatest impact with our customers, the potential to "make or break" the move and leave a lasting impression of our service. We can never thank you enough for your efforts in this respect.

This award is based on your customer questionnaire ratings, claim responsibility cost, and compliance with our policies and procedures. Receiving it is a remarkable achievement that shows your **commitment to Total Quality Service** as only one damaged item or bad report could remove you from receiving this recognition. It is quite the achievement and you should be proud of this honour.

At Atlas Canada we are fortunate to have you who truly believe in striving to achieve the highest possible standards and ensuring total satisfaction. On behalf of the entire Atlas Canada family, we offer hearty congratulations on a job well done!

Sincerely,

A handwritten signature in black ink, appearing to read 'Fred Haladay', is written over a horizontal line.

Fred Haladay
Senior Vice President and Chief Commercial Officer

P.S. Your recognition award is in the process of being manufactured and will be sent to you once completed.

January 31, 2014

Mr. Kam Mahfouz
Kineto Van Lines
1-2750 Stevenage Drive
Ottawa, Ontario
K1G 5N2

Dear Kam:

I would like to thank you and your crew for helping my family with the recent move in to our new home. Your team was on time, professional, courteous and extremely hard working and I would highly recommend Kancto Van Lines to anyone contemplating move of their own.

Thanks again,

MIKE

Mike Hudson

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Wednesday, April 23, 2014 11:02 AM
Subject: Fw: Our Move to Sudbury

Kam Mahfouz
Moving Consultant
Kineto Van Lines
613 749 8034
1-2750 Stevenage Drive
Ottawa ON K1G 5N2

From: [Frank Tarini](#)
Sent: Wednesday, April 23, 2014 10:41 AM
To: kam@kinetovanlines.com
Subject: Our Move to Sudbury

Good morning Kam,

Our apologies for not contacting you earlier, however our tech equipment was not installed until late yesterday afternoon. We are not even sure at this point as to just how it is, or if it is functioning. Nonetheless, here goes!

We wanted to let you know how very delighted we were with the move. Your movers, Bob and Ryan, were absolutely excellent. Wes, who had arrived to tag and assist with the loading at the house in Almonte was truly an asset to the team. They put our minds at ease with their care and certainly took the stress off any concerns we had with the move. We can't thank you enough. We applaud the work ethics of your team. What an enjoyable experience!

Sincerely
Fran and Frank Tarini
from our home in Sudbury

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, May 16, 2014 4:36 PM
Subject: Fw: Your moving cost on May 15

Kam Mahfouz
Moving Consultant
Kineto Van Lines
613 749 8034
1-2750 Stevenage Drive
Ottawa ON K1G 5N2

From: Richard Lefebvre
Sent: Friday, May 16, 2014 3:45 PM
To: Kam Mahfouz
Subject: Re: Your moving cost on May 15

Hello Kam

Before we forget, as we unpack and proceed with the final stages of vacating our Manotick home, we want to express our gratitude for a well executed move. Your staff was exceptionally polite and professional. They met all of our expectations and we would not hesitate to recommend Kineto Van Lines to anyone.

Regards,

Richard and Louise Lefebvre

Bob Martindale

From: "Larysa Little" <larysalittle@hotmail.com>
To: <bob@kinetovanlines.com>
Sent: Thursday, June 12, 2014 10:27 AM
Subject: 3020 Courtyard Cres
Good morning

Just wanted to pass along a little feedback regarding our move on Tuesday, June 10, 2014.

The three young men involved with the move were Lee, Andre and Albert. They arrived on time and asked for a quick tour of the house so that they knew exactly what was being moved. We were then informed of how they would execute the move. They immediately proceeded with the move. Everything that was promised took place from the laying down of non slip mats to protect the floors to wrapping and taping of all furniture, wrapping and placing pictures/ paintings in cartons etc. Our possessions were treated gently.

These three young men worked diligently and efficiently until the job was done. Absolutely no time was wasted. Numerous times we told them to take a bit of a break. They said they needed to get this move done and did so.

We were treated with utmost respect throughout the entire process. This move could not have been any more perfect. We would not hesitate to recommend Kineto Van Lines to anyone contemplating a move and would be ever so happy to provide a reference.

Please commend Lee, Andre and Albert for us on a job WELL DONE. Thank you so very much!

Best regards,
Larysa and Victor a Little

Sent from my iPad=

Bob Martindale

From: "Bruce Goddard" <bjgoddard@hotmail.com>
To: <bob@kinetovanlines.com>
Sent: Monday, July 07, 2014 8:28 PM
Subject: July 2nd: Ficko Cr. to Viewmount Drive
July 7, 2014

KINETO VAN LINES,
1-2750 Stevenage Drive,
Ottawa, Ontario K1G5N2.
T: 613-749-8034

Attn.: Mr. Robert Martindale

My wife and I wish to express our sincere appreciation for the smooth move provided by your company last week - first on short notice - and secondly for the steadfast and caring hands of team leader Andre Curry and his capable assistant. Their coordination and consistent teamwork over a 7 hour period was a pleasure to behold.

Thanks to them, they greatly relieved the stress of our move after 47 years of accumulation to a space less than half we vacated - and they did so with admirable care and efficiency. Their speed amazed us - and we are unaware of any broken or missing items - which is surprising considering the volume and size/shape variation of some of our packaging.

We moved 4 times in 47 years - using national brands as well as local movers - but yours is the only company we will recommend to others. In fact a national carrier lost a child's rocking chair that would be 75 years old if we still had it!

Thank you also for a fair price and safe handling of our possessions - and for timely completion as well.

Please extend our utmost thanks to Andre and his assistant. They represented your company extremely well.

Sincerely,

Bruce J. Goddard,
Nepean, Ont.

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, October 31, 2014 2:38 PM
Subject: Fw: My Move

Kam Mahfouz
Moving Consultant
Kinetovan Lines
613 749 8034
1-2750 Stevenage Drive
Ottawa ON K1G 5N2

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

From: Amy
Sent: Thursday, October 30, 2014 8:58 PM
To: kam@kinetovanlines.com
Subject: My Move

Hi Kam

I just wanted to follow up with you and tell you how impressed I was with the crew, Wes Smith, Justin LaHaye, and Ryan Patterson, that did my move yesterday! They showed up on time, were very friendly, worked well as a team and were very efficient. I would highly recommend the company to anyone.

Thank you
Amy Giroux

Sent from my iPhone=

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, December 12, 2014 9:18 AM
Subject: Fw: Thank you

Kam Mahfouz
Moving Consultant
Kinetovan Lines
613 749 8034
1-2750 Stevenage Drive
Ottawa ON K1G 5N2

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

From: May Saleh
Sent: Thursday, December 11, 2014 3:29 PM
To: Kam Mahfouz
Subject: Thank you

Hello Kam,
I would like to pass on my thanks to Robert Martindale and his team for the phenomenal move. Everything was perfect and all my requests were completed in a professional manner.
They did an exceptional job and i couldn't have done it without your help.
I will recommend your company to everyone i know!
Keep up the good work.

Sincerely,

May Saleh

Sent from my iPhone

Cheers!=

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, December 12, 2014 11:46 AM
Subject: Fw: Your Movers...

Kam Mahfouz
Moving Consultant
Kinetovan Lines
613 749 8034
1-2750 Stevenage Drive
Ottawa ON K1G 5N2

From: Suzi Glazer
Sent: Friday, December 12, 2014 11:41 AM
To: Kam Mahfouz
Subject: Your Movers...

...were amazing!!! Thank you so much. There were a lot of obstacles but they handled them like pros.

Suzi

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Suzi Glazer, ASP
STAGERITE
professional home staging services
Office: 613.233.7777
Direct Line: 613.864.5690
www.stagerite.ca