



January 19, 2012

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 blue ink, appearing to read 'R. Bubnick'.

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



September 21, 2012

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' 2012 Regional Quality Award* for eastern Canada. The eastern region includes all provinces east of the Manitoba border.

This is the second consecutive year Kineto Van Lines, Ottawa has been recognized as the best mover in the east. 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 'Richard 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



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

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toll free 1-877-859-8566

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

April 30, 2012

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 2011 calendar year

The BBB commends you for this accomplishment.

Enclosed is your 2011 Honour Roll decal — display it proudly.

Should you wish to advertise the 2011 Honour Roll, please read section 2 of the enclosed Accreditation Agreement and return a signed copy to us by mail or fax at (613) 237-4878. 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 your ongoing support!

Sincerely,

Diane Iadeluca
President & CEO

Please note:

The BBB reserves the right to discontinue this program at any time. 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.

Have you ever considered these great opportunities to further your recognition?

Banner Ad on the BBB web site for only

Your company banner ad could be seen by thousands of consumers visiting the BBB web site which receives over 225,000 visitors per year.



Our annual recognition program for outstanding businesses. Visit us at ottawa.bbb.org for more information and to obtain an entry form.

Bob Martindale

From: <michel.david@servicecanada.gc.ca>
To: <bob@kinetovanlines.com>
Sent: Wednesday, February 01, 2012 11:24 AM
Subject: Movers Justin and Lee

Hi Bob,

I had requested the company's services for January 27, 2012 to move my apartment from #1401 - 111 Wurtemberg Street to 200 Cumberland Street in Ottawa. Two gentlemen, Justin and Lee promptly showed up that morning and immediately got to work after their initial assessment of furniture and environment.

Throughout the move, they struck me as being hard working, polite and jovial enough to relieve any stress which normally accompanies any move. I am particularly appreciative of their diligent work in less than ideal weather conditions. I have used the services of the company before and had the good fortune of having had Justin on the crew on two previous occasions. Justin and Lee make a dynamic team and I commend them for their excellent work. I am reassured to speculate that I will again have the two of them for my next move, whenever that is.

For now, I want to thank these two gentlemen and say that they are an asset to the company, enhancing your good reputation and it is without hesitation that I will recommend them to any potential client.

Michel David

Bob Martindale

From: "louise belleau" <lbelleau@gmail.com>
To: <sales@kinetovanlines.com>
Sent: Friday, June 22, 2012 10:03 PM
Subject: Satisfied Customer
Hi,

I would like to commend on the professional and efficient service I had today from two wonderful young men by the name of Matt and André. In 2000, when we moved we had hired your services and were very pleased and that is why once again we hired Kineto Van Lines for my father's move from his home to his retirement home apartment. Matt and André were on time, very courteous, handled furniture and boxes with care and were quick to do the job. We would not hesitate to recommend your company and ask for the services of Matt and André again.

Thank you from a very satisfied customer.

Louise Belleau

Bob Martindale

From: "The Chestnuts" <chestnut4@rogers.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Friday, September 07, 2012 9:03 AM
Subject: Compliments to your moving team

Hi, Bob.

As discussed on the telephone this morning, I want to compliment your moving team (Will, André and Nick) who did our move from 52 Chestnut Street to 120 Burnett's Grove Circle on Tuesday, September 4th.

The guys were punctual, very hard working, and pleasant at all times. They made a point of placing everything in the proper areas of the new home, and helped set up furniture, etc. It was obvious that our complete satisfaction was foremost in their approach, and we really appreciated everything they did for us.

We would have no hesitation recommending Kineto to anyone who wants a stress-free and successful moving experience.

Please pass our thanks along to them, Bob, and thanks to you for your professionalism every time I dealt with you on the telephone and in person.

Best regards,
Richard Spearman

Bob Martindale

From: "christie disley" <christie.disley@gmail.com>
To: <bob@kinetovanlines.com>
Sent: Wednesday, November 21, 2012 12:36 PM
Subject: FANTASTIC MOVE!!!!

Hi Bob,

Lovely speaking with, always great to deliver good news.

As I said, your guys, working with Wes Smith (RP and RY) we terrific: professional, friendly, helpful and real gentlemen.

This is our second move with Kineto, this was just flawless. We've passed along the company info just a few minutes ago to friends and family AND we'll be back ourselves for our third move to our house when it is built (we're hoping in the next few years) given some of bureaucratic challenges of building an eco-house on the Quebec side.

Anyway, that's off-topic: please pass along our gratitude to the men for making a stress full day actually quite enjoyable.

All the best,

Christie & Michael Disley
115 Carwood Circle,
Ottawa, ON K1K 4V5

11/22/2012

Bob Martindale

From: "Girolamo, Tara" <girolamo@cheo.on.ca>
To: <sales@kinetovanlines.com>
Sent: Friday, November 30, 2012 4:48 PM
Subject: Testimonial
Good afternoon,

We hired your company for my parents move from Barrhaven to Stittsville on November 28th 2012.

I wanted to take a minute to comment on the excellent service that was provided that day. Our crew consisted of Andre, Nick and Ryan. They were all extremely professional, courteous, hardworking and efficient. My parents and I were very well treated and the crew was very receptive to our question, concerns and requests.

I would not hesitate to refer your service to anyone searching for a fantastic moving company and we will certainly use your company again with our future moves.

Sincerely

Tara Girolamo & David Cummings (Kilbirnie Drive to Brigatine on Nov 28th 2012)



Tara Girolamo, RN BScN
Cardiovascular Surgery Clinical RN
Cardiovascular Surgery
Children's Hospital of Eastern Ontario (CHEO)
401 Smyth Road Ottawa, ON K1H 8L1
Tel: 613-738-3639 | Fax: 613-738-4835 | girolamo@cheo.on.ca

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This message, including any attachments, may contain confidential information and is for the sole use of the intended recipient(s). Any unauthorized use, disclosure or distribution is prohibited. If you are not the intended recipient, please notify the sender immediately and destroy the original message.

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Tuesday, December 04, 2012 7:24 AM
Subject: Fw: Thank you

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

From: Janet Wilson
To: kam@kinetovanlines.com
Sent: Monday, December 03, 2012 9:44 PM
Subject: Thank you

Hi Kam,

We just wanted to let you know how pleased we were with our move on Friday November 16, 2012. Thank you very, very much for your outstanding and professional service. Moving our belongings from our three level condo townhouse with steep stairs wasn't easy for the guys. It was awkward as the ramp could not be put at the front door. The driver Wes S. and his helpers Nick and Ryan were terrific, and everything was done in speedy time. The unloading was done perfectly. I am certain the guys appreciated the driveway, and being able to put the ramp at the entrance of our new townhome in Kanata. I'm sure it made it much easier for them. Wes S. amazed us by instantly smelling a gas leak from the gas meter at our front door. This is a new townhome that was purchased in May, by our landlady but had never been lived in. My husband Blair phoned the gas company immediately, and the technician from Enbridge came and shut the gas off. We went about 4 hours without heat before the problem was rectified. The gasket needed to be replaced. Also the technician said "that the leak had been going on since it was installed in May." Needless to say we appreciate Wes's alertness. We have always had electric baseboard heat and did not notice the smell. Even when Wes pointed it out, we could not smell the gas. This certainly will mean savings on our gas bill. Also, Wes was very helpful in giving us advice on storing our appliances. The moving crew that you sent were amazing. They were on time and moved very swiftly. The guys were cheerful, extremely courteous, hard working and professional. They did a superb job.

Thank you Kam for all your prompt responses to our enquiries. It was deeply appreciated. It was a pleasure to meet Bob.

We have moved 4 times before, but this is the smoothest move that we have ever had. Kineto is a #1 mover.

You, Bob Wes, Ryan and Nick made our move as smooth as possible, and we are very appreciative. I have already recommended Kineto to a neighbour who is contemplating a move, and will definitely continue to recommend your company to people we meet. You have exceeded our expectations.

Thanks again for the royal treatment.

Wishing you and your team and families a very Merry Christmas and a prosperous New Year in 2013.

Sincerely,

12/4/2012

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
To: "Bob Martindale" <bob@kinetovanlines.com>
Sent: Wednesday, January 02, 2013 9:14 AM
Subject: Fw: Our Move to Landry Street

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

From: prlindo@rogers.com
To: kam@kinetovanlines.com
Sent: Tuesday, January 01, 2013 7:13 PM
Subject: Our Move to Landry Street

Hello Kam,

This is to let you know that we were very pleased with the service we received from Wes and his colleagues who handled our move from Bruyere Street to 40 Landry on December 27th. In spite of the horrid weather they arrived on time and in a cheerful mood. They wasted no time in preparing the furniture to be moved by wrapping them in pads and were most helpful and super efficient. We have no hesitation in recommending your company highly to any potential customers in need of a moving company. We wish you continued success and all of the best during 2013.

Best wishes,

Richard Lindo and Suzanne Lacasse

prlindo@rogers.com
(613) 562-4777