

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

Rev. Christian Brydges
45 Scampton Drive
Kanata, ON K2W 1E7
(613) 324-0664

To the Manager of Kineto Van Lines:

Dear sir or madam,

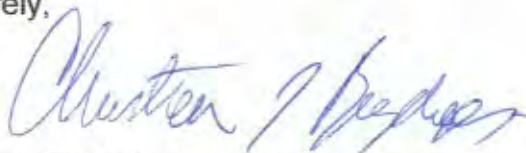
December 2, 2015

I am writing to you today to let you know of the very positive experience I had with your movers on December 1, 2015. They arrived on time at 51 Jolliete and greeted me with smiles all around. Your staff were very polite and informative, and I was very impressed by the speed and efficiency with which they got everything out of the apartment. The move into the storage locker went much faster than I had anticipated, and I must tell you that their level of professionalism, care, over-all customer service, and dedication to the task at hand was much appreciated.

It has been a difficult time for me, and your staff worked with such enthusiasm, and energy that their willingness to answer my questions patiently made all of the difference. Please extend my thanks to the three young men who took such good care of me, and be assured that I will be highly recommending your company to my family and friends for future moves they may have; if there is a reward/recognition program with your company please let me nominate these men for it.

Thank you once again for taking care of all of my needs above and beyond my expectations, and please do not hesitate to use me as a reference for anyone enquiring.

Sincerely,



Christian Brydges

Bob Martindale

From: <multimedia@yp.ca>
Date: Tuesday, December 15, 2015 2:31 PM
To: <sales@kinetovanlines.com>
Subject: ContactUs Received

CONTACT US FORM:
December 15, 2015 - 02:31 PM

Name: Lorraine Narducci
Phone Number: 905 397 5595
E-mail: lnarducci@cogeco.ca

Comment: Hi Kam! I just wanted to say a big thank you to you and your team. Everything about the move from Ottawa to St. Catharines was a positive experience. Your team was extremely proficient and professional. They handled everything with care and expertise. There was no damage, and each of them went above expectations to make the move as quick and painless as possible. I would like to say a special thank you to Bob and Ryan for all of their amazing work in the unloading. Thanks so much to all! Lou and Lorraine Narducci



November 20, 2015

Mr. Kamal Mahfouz
Kineto Van Lines
2750 Stevenage Drive, Unit 1
Ottawa, ON
K1G 5N2

Dear Kam,

Congratulations on being selected as the **Atlas Canada 2015 Eastern Regional Quality Award** recipient.

The Eastern Regional Quality Award is a more than a significant achievement. The recipient stands out among their peers as a **Superior Quality Service** provider. This can only be accomplished through tireless hard work, attention to detail, and an **uncompromised genuine commitment** to customer satisfaction at every stage in the relocation process, on every move.

The selection of your agency as recipient of this award was based upon your customer questionnaire ratings, claim responsibility cost, and compliance with our policies and procedures. It is a testament to your team's complete dedication and unparalleled effort to ensure every customer an **Exceptional Relocation Experience**.

We are extremely proud to have your team represent the Atlas Canada family. Thank you for the wonderful work your office is doing, and please pass on our congratulations and thank you to all your well deserving staff.

Sincerely Yours,

A handwritten signature in black ink, appearing to be 'Mark Cooper', written over a light blue horizontal line.

Atlas Canada

Mark Cooper, Director Eastern Operations
(Member of the Atlas Quality Initiatives Team)

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Monday, August 24, 2015 3:35 PM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: Thanks!

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

From: Tracy Bryan
Sent: Monday, August 24, 2015 3:26 PM
To: sales@kinetovanlines.com
Subject: Thanks!

Hi Kam,

I just wanted to say how happy we were with the service we got from Kinetovan during our move last Thursday morning. The crew (Justin, Alex, Ryan) was very cheerful, hard-working, and quick -- it seemed like so much stuff when we were packing it, but they had it all in the truck in no time. We ran into a snag at the new place; the freight elevator was broken and the crew had to bring things up through the smaller, passenger elevator. They didn't complain though, just got to it and moved everything in smaller batches, very professionally. I'm really glad we chose your company, and I won't hesitate to recommend it to people I know.

Regards,
Tracy and Mike

8/24/2015

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Monday, August 24, 2015 12:54 PM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: Job Well Done

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

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

From: Barb Dickson
Sent: Saturday, August 22, 2015 11:49 AM
To: Kam Mahfouz
Subject: Job Well Done

Hi Kam

Bob & Ryan just left and before I get caught up in unpacking I just wanted to drop you a note to say how great they were! Their service exceeded my expectations...and I did give them a few challenges. Also who knew they had decorating skills:-)

A++ to both of them...thank you.

Barb Dickson=

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Wednesday, August 12, 2015 1:14 PM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Pw: Move out of 77 Weybridge Drive

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

From: Rocco Disipio
Sent: Wednesday, August 12, 2015 12:49 PM
To: kam@kinetovanlines.com
Subject: Move out of 77 Weybridge Drive

Good afternoon Kam, it was great speaking with you. I would like you and your company to know that the crew you sent out to move us out of 77 Weybridge Drive, Barrhaven to 58 Summerwalk Place, CentrepoinTE, was OUTSTANDING. As you may recall I am a Realtor with the firm entitled Royal LePage Gale Real Estate. As such a number of clients ask me for names of movers. In the past I have provide 3 names and left the clients decide on who to engage. Going forward I will only provide one name, your firm, with a glowing recommendation. I will also inform all fellow agents looking for moving companies of how well you treat your clients.

Kam, your crew of Lee as the leader and Ryan and Albert arrived when they said they would arrive, familiarized themselves with the job and proceeded to load and move our things into the van in an organized and efficient manner. They worked carefully and consistently and work very very well as a team. The truck was loaded and en route to our next home. At the next home, our new house we observed the exact opposite of your team. The team moving the furniture and items out of our new home were disorganized, slow, sloppy and not overly attentive. They spent more time texting and talking on their cell phones instead of packing and moving things out of the home and into the truck. Your team get an A+ on all accounts and your competitor gets an F- for their work. Kam, you should be proud of and privileged to have such a great group working for you. Although it is about one month after our move I wanted to thank you and the crew for a job very very well done. Thank you and have a great day

Rocco Disipio
58 Summerwalk Place
One very happy customer

8/12/2015

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Wednesday, August 12, 2015 9:21 AM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: Our Move - 10-11 Aug 15

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

From: cmaschofield@sympatico.ca
Sent: Wednesday, August 12, 2015 8:57 AM
To: kam@kinetovanlines.com
Subject: Our Move - 10-11 Aug 15

Kam,

We just wanted to say that our move went exceptionally well. We were very pleased. Rock and his packing crew on Monday and Lee and his moving crew (including Rock) did a great job yesterday. They were very hard working and efficient. Both crews worked long hard days. Throughout they were cheerful and cooperative. It is incredible that after many hours of work they would volunteer to move a box or item from one place they had already moved it to somewhere else when we had second thoughts about the first location. After many hours of loading and unloading they had to rearrange the stuff already placed in the garage to make room for more stuff from our POD. We felt badly that we had not been able to plan better and reduce the amount of stuff that had to be squeezed into the new house.

We have had many moves during our military career and this was by far the best. The people made the difference. Although we thanked them before they left our new house last night. Please pass on our appreciation to all of the crew members who made our move happen.

Thanks again for a job well done by Kineto Van Lines.

Chris and Jane Schofield

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Monday, July 20, 2015 6:31 AM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: Feedback

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

From: Emily Silk
Sent: Sunday, July 19, 2015 9:34 PM
To: kam@kinetovanlines.com
Cc: Craig Silk
Subject: Feedback

Good evening, Kam.

On July 11th your company helped us move from 181 Lebreton Street North to 1973 Highridge Avenue and I wanted to provide some feedback on the team that worked with us; unfortunately, their names have slipped my mind.

In short, they were fantastic. They arrived promptly and worked quickly, getting the job done in a very reasonable timeframe. Though we had some last minute packing/scrambling to do, they were very patient and worked around us. They were great problem-solvers, able to get a very large, obtuse piece into our basement, meaning we did not have to disassemble it, which saved us an awful lot of time and frustration.

Finally, they were extremely polite and respectful - something noticed by myself and my husband, but also remarked upon by family we had visiting to help us with the move.

Thanks to the extremely favourable impression of Kinetovan we garnered from this team of three young men, we will highly recommend your company to our friends and acquaintances.

Regards,
Emily Silk
613-852-4770

7/20/2015

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Monday, July 13, 2015 8:22 AM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: CONFIRMATION: Re: Your moving cost

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

From: Mitchell Beer
Sent: Saturday, July 11, 2015 3:30 PM
To: Kam Mahfouz
Cc: Karen Irving
Subject: Re: CONFIRMATION: Re: Your moving cost

Kam, I just wanted to thank you—loudly, profusely—for everything your company did to make our move July 6 as easy and seamless as any move could be.

Your system worked just as you said it would—in other words, flawlessly. And the team you sent was beyond excellent. Justin and his two colleagues worked harder than any moving crew I've ever seen—they never stopped, even when I encouraged them to take a break! In the end, they got the job done in just over half the minimum time you'd allocated, but they didn't sacrifice quality for speed—everything arrived in good condition, with no damage to the load or either home. Getting everything done by early afternoon, rather than the end of the day, meant we could start unpacking and relaxing into our new home, with the most stressful part of the day behind us in record time.

THANK YOU for building a company that does its work so well, and please pass our gratitude on to the entire team. We don't plan to move again for a long time. But we'll know who to call when that time comes, and if we can offer referrals between now and then, we won't hesitate.

Mitchell Beer
#604-1227 Wellington St. W. | Ottawa, ON K1Y 0G7 | Mobile: 1.613.889.5960

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Tuesday, June 16, 2015 7:37 AM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Re: 209 Blackburn

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

From: Monica Knowles
Sent: Tuesday, June 16, 2015 7:14 AM
To: Kam Mahfouz
Subject: 209 Blackburn

Hi Kam,
Monica Knowles here from 209 Blackburn. I wanted to pass on that I am extremely pleased with having dealt with your company. As you know I was concerned after having a bad experience with a large chain moving company. Your boys that came to load up were extremely polite, respectful, hard working and a pleasure to deal with. There were four of them, and two of them returned the next day plus a new one. The next day was much like the first. On time both days, extremely professional all around. Please pass this information on to your men, I want them to be recognized and thanked for their good work. I will pass this review on to Better Business Bureau. I have also passed it on to a group of twenty-one neighbours in Sandy Hill. You and your company have made this move and transition very comfortable for me.
Thank you once again,
Monica

6/17/2015

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Wednesday, May 27, 2015 12:34 PM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: Move from 48 Melrose to 200 Clearview on April 29, 2015

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

From: JOSEPH PINTO
Sent: Tuesday, May 26, 2015 3:14 PM
To: kam@kinetovanlines.com
Subject: Move from 48 Melrose to 200 Clearview on April 29, 2015

Hi Kam,

Further to our telephone conversation today, I wish to mention the good service we received from Kineto Van Lines.

The movers were Lee, Ryan and another Ryan. All 3 worked as a team and most efficiently and we were pleased with the result. They were also pleasant through the whole process.

We thought you should know about it and we will not hesitate to recommend Kineto to others who ask.

Please advise Bob, who also was helpful with the scheduling!

Kind regards and best wishes.

Joe and Joan Pinto

5/27/2015

Bob Martindale

From: "Bob Martindale" <bob@kinetovanlines.com>
Date: Tuesday, February 10, 2015 3:16 PM
To: <mjsandell@cogeco.ca>
Subject: Re: ContactUs Received

Thankyou for the feedback, it is much appreciated.and thankyou for your business!
Bob

From: multimedia@ypq.com
Sent: Monday, February 09, 2015 9:30 PM
To: sales@kinetovanlines.com
Subject: ContactUs Received

CONTACT US FORM:
February 09, 2015 - 09:30 PM

Name: Judy Sandell
Phone Number: 905-631-5619
E-mail: mjsandell@cogeco.ca

Comment: Re: Carolyn Rannie. 470 Golden Avenue We wanted to write to thank you for making my sister's move so painless. The young men you sent for the move were helpful and caring, making this difficult time so much easier for her. They were efficient, caring and compassionate. I will certainly recommend your company to anyone I know who is considering a move in your area. Thank you.
Murray and Judy Sandell

Bob Martindale

From: "Kam Mahfouz" <kam@kinetovanlines.com>
Date: Monday, April 27, 2015 10:02 AM
To: "Bob Martindale" <bob@kinetovanlines.com>
Subject: Fw: My movers.

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

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

From: Lucie Fournier
Sent: Monday, April 27, 2015 9:40 AM
To: kam@kinetovanlines.com
Subject: My movers.

Hello Kamal;
I have been wanting to write you this note right after I moved but then ...
I moved, and time just got away from me. I apologize for (what seems to me
like) an enormous delay.

I want to sing the praises of the 3 young men who moved my stuff that day.
Justin, Ryan, and Rock were most courteous, helpful, efficient, and
accommodating. They worked fast and efficiently but were never too busy to
explain something and/or answer my questions.

My hat is off to them! I am most satisfied with the service.
"Kudos" to those three.

Lucie Fournier ✨
Sent from my iPad



Kineto Vanlines
Kam Mahfouz
1-2750 Stevenage Drive,
Ottawa, ON K1G 5N2

Dear Mr. Mahfouz,

I am writing to thank you for Kineto Vanline's generous support of the MASC Young Authors and Illustrators Conference. The conference, now in its 24th year, was held on April 21, 22 and 23, 2015 at the Canada Aviation and Space Museum in Ottawa.

Approximately 200 children attended each day, enjoying the unique opportunity to work with some of Canada's finest authors and illustrators of children's books. Feedback from students, school principals and teachers was overwhelmingly positive.

Thank you for your help transporting supplies from the MASC office to the Canada Space and Aviation Museum, where the event took place. Your company's valuable service played an important role in helping MASC offer high caliber programming to over 550 children in the Ottawa region, at an affordable cost.

MASC was pleased to recognize Kineto Vanlines in the conference brochure and on the MASC web site.

On behalf of all the children reached by the MASC Young Authors and Illustrators conference, as well as the staff and board members of MASC, please accept our heart-felt thanks and appreciation.

Sincerely,

Faith Seltzer
Coordinator, MASC Young Authors and Illustrators Conference