## John & Trudy Harvey Ltd.

Head Office: 2016 Headon Forest Drive, Burlington, Ontario, L7M 2M2 telephone: (905) 335-4394

April 12, 2002

To Whomsoever It May Concern

## Letter of Reference for; Dynamic Flyer Distribution

We are most pleased to provide this letter of good reference for Mr. Tom Breton and his company Dynamic Flyer Distribution (DFD).

We own and operate a number of companies, including Action Chem-Dry and Waltham Wood. As an ISO registered operation, we ensure that we provide an exceedingly high quality of service to our customers and take great lengths to ensure that our contractors conform to our quality standards. Over the past seven years, we have had an exceptionally high quality of service in the distribution of over 3 million flyers to the city and rural homes in Burlington and Oakville thanks to Tom and DFD. During this period, very few complaints have been received from homeowners about the distribution, and these have been professionally dealt with by Mr. Breton.

Another key quality we appreciate is Tom's uniquely high level of integrity: he does what he says he will do without false statements. For example, DFD does not claim to deliver to high rise apartment buildings, but we have tried other distribution companies including local newspaper groups who make such claim. Unfortunately, we have found these promises false because, as we discovered, most condominiums will only accept Canada Post material. Another example of his integrity is when Tom promises a delivery, he keeps his promise. Even during very inclement weather, he has the back-up resources available to ensure the promised schedule.

In conclusion and without any hesitation we fully recommend Dynamic Flyer Distribution as the company of choice. If you have any questions or wish further information, please do not hesitate to contact us.

Yours truly

John Harvey, Ph.D., P.Eng.