

LIONS GATE

Lions Gate Trailers Ltd.
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Hello,

Please accept my sincere thanks for taking time to participate in our Customer Care Interview. After reviewing the comments from our customers, we have already implemented changes to several of our processes, to better meet your needs.

Your feedback is guiding our plans for the future. Many Customer Care participants told us you value our availability of equipment, quick service and our experienced staff. To meet the needs and expectations of our customers, we will continue to expand our locations to give you Coast-to-Coast coverage and, we will continue to improve the range of equipment we have available for you. The good relationships you have with our personnel are important and we will continue to hire and train great people to work for you.

Our first priority was to implement a new process to ensure a current Trailer Safety Certificate accompanies every rental trailer. And we will make sure you are informed when Safety Certificates are nearing their expiration date, so that we can work together to schedule their service and return your equipment in a timely manner.

Communication with you, our customers will be the key - providing you with support and suggestions for getting the most from your trailer fleet. In order to provide the same great service and communications to everyone in all our locations, we will be implementing a Customer Relationship Management System.

Our goal is to assist you with the operation of your logistics, transportation and trailer fleets so that your capital is available to invest in core business assets and business development. We want to be your outsourcing partner for Trailer Fleet Management, Maintenance and Repair. We are the trusted National Fleet experts you have been looking for - providing you with Cost Certainty, Fleet Flexibility and Lower Overall Operating Costs in a one-stop, Coast-to-Coast, partner.

We exist to serve you, our customer. We remain in business because you, our customer, honour us with your business. Together, our business partnership provides us with the means to support ourselves, our employees and our families, both now and in the future.

If you have business associates or colleagues in the industry, or you know of another organization, that would appreciate and benefit from our people, our equipment and our services, I hope you will refer them to us. We will appreciate the opportunity to show them the programs we have to better serve their needs.

If you would like to contact me directly, I can be reached by phone at 604-552-2514 or by email at craig@lionsgate.ca

Respectfully,

Craig Goodmurphy
Chief Operating Officer
Lions Gate Trailers
"Your Coast-to-Coast Trailer People"