

I represent the owner of the *Two Small Men With Big Hearts Moving* franchise system in Canada (for ease of reference, I will refer to it as “TSM Canada”).

Unfortunately, TSM Canada has been previously unaware of the three particular customer complaints that you referred to us. Each customer move is handled by one of over thirty local offices across Canada.

TSM Canada takes its customers and reputation very seriously and regrets the inconvenience that was caused to them. The root cause of these problems is in large part inadequate customer communication and insufficient administrative oversight on the part of TSM Canada’s local offices and movers.

For example, it is normal policy to add a fuel surcharge and other related charges. These and any all other charges must be properly communicated to the customer at the outset of each move.

Avoiding such customer complaints requires better training and supervision of TSM Canada’s local office representatives. This is not an easy task for us. There are over thirty Two Small Men With Big Hearts Moving offices in Canada, which together handle between 25,000 and 30,000 local and long distance moves every year.

Out of such a large number of moves year after year, some customer complaints invariably arise. However, all complaints must be addressed and a serious attempt will be made by TSM Canada to adequately resolve all customer complaints. TSM Canada will be certainly reviewing these issues in an effort to learn from the past and avoid such customer complaints in the future.

As a result, TSM Canada is prepared to offer full compensation to Shelagh Bruhn (her claimed amount is \$160.00) and Kate Wittaker (her claimed amount is \$300.00). TSM Canada will mail out the cheques to these customers this week.

With respect to the complaint of Bradley Lang, very little meaningful information was provided in the complaint about what happened to Mr. Lang’s move. It appears that Mr. Lang had certain issues with his legal representatives. TSM Canada was not involved in this case. This move was handled by the previous owners of the company some years ago. We do not know what his real legal issues were or how the move resulted in damages. To further aggravate the matter, Mr. Lang’s claim of \$10,000 seems very much out of the ordinary. We do not have sufficient information to determine what his *real damages or losses* were. TSM Canada would like to have an opportunity to investigate this matter and attempt to resolve it with Mr. Lang with a suitable settlement offer over the coming several days.

TSM Canada apologizes for these delays and overall failure to address these three particular customer complaints in a timely manner. We hope that this email is a step forward in attempting to restore their confidence in the Two Small Men With Big Hearts Moving brand and reputation across Canada.

