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November 30, 2017

**Subject: Annual Update and 2018 Rate Changes**

Dear Customer,

Thank you for your business throughout 2017. This past year was successful for us and we hope it was a prosperous one for you as well. As you know, this year TurnAround Couriers was acquired by The Atripco Group of Companies, and we are thrilled to have been welcomed. TurnAround Courier's social hire premise has been kept and the business continues to operate in accordance to this.

The following is to inform you that effective January 1, 2018 we will be making some very minimal changes to the current TurnAround Couriers tariff rates which overall could bring you savings. First, the rate for pieces and for Out of Town Services will be lowered; secondly, the base rates and per kilometer rates will increase slightly. Both of these changes are for car and van services only.

The bike services will increase by only 1.8% which is in line with the Consumer Price Index. Lastly, we will also be updating our fuel surcharge; it will become percentage based and correlate to actual kms travelled. It is much more user-friendly and ensures you pay for actual travel distance, and not any more.

Please note that we now offer same day and next day heavy truck services, so should you have larger deliveries such as skids or full trailer loads we can accommodate these for you.

With the holiday season in full swing, we wish to inform our customers that in lieu of "holiday gifts" we will be making a donation to The Ontario Trucking Association's Education Foundation and to The Canadian Cancer Society. We will have a Gift Basket Delivery Promotion starting December 1; so we encourage you to save yourself time and energy and let us deliver your holiday gifts to your customers for you. Please visit our website or contact our office for more details or to schedule a bulk delivery of baskets/gift bags.

We are extremely appreciative of your continued business and the partnerships we have built through TurnAround Couriers. We are impressed every day by the commitment and passion that our people bring to their jobs. We have built a corporate culture where teamwork and customer service are at the forefront and we trust this culture spills over, positively impacting the service that our company provides to you. We wish you a prosperous 2018.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lindsay Service".

Lindsay Service  
Vice President, Administration

A handwritten signature in dark red ink, appearing to read "Drew Service".

Drew Service  
Vice President, Operations