



testimonials

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Excellence Award

ANZ is pleased to award this Certificate of Appreciation to:

Kathy Nunn

Elite Executive Services

In recognition of the excellent
contribution and services you've provided to ANZ.

David Cartwright

Group Managing Director Operations, Technology and Shared Services
Australia and New Zealand Banking Group Limited



10th March 2010

The purpose of this mail is to provide feedback on the services provided by Elite Executive Services as part of my transfer from NZ. Our primary contact was Lisa Dalton.

My summary would be that this service has been invaluable and a key success factor in our move.

The standouts for me where how thorough the service was and in particular how personal the service experience was. In short it was akin to having a new best friend. One of the situations where the small things counted which Lisa did very well including sharing some events in her personal life at the time. Availability was outstanding, at one awkward point for us sorted accommodation problems on a Sunday afternoon. The key outcome was a lot of stress was taken out of the move which allowed us to enjoy the experience from day one - the power of first impressions !

Lisa was very well prepared for all formal arrangements and had comprehensive material to handout. Clearly effort was invested to secured appropriate contacts and review our chosen part of the city albeit not one the company generally finds itself working in (Essendon). Lisa enquired of our interests and found out relevant information - parks for Emma, our love of garden centre Cafés etc. Significant effort was put into finding accommodation, the utility services plus the rental furniture. A lot of complexity that became a breeze.

In all a great service and I would recommend it in the strongest terms.

Regards

Michael Grazier



January, 2009

We have found Elite Relocation to be first class from day one of our dealings with them. They have helped enormously with every single aspect of the relocation of my wife and I from the UK to Melbourne, before, during and after the move and continue to help long after we have settled.

The support from Elite is highly professional and very thorough but the one thing that differentiates is that the service is highly personalised, you are amongst friends at a time when you have no knowledge of the area, no social network and no support to fall back on. Kathy and the team at Elite change all that by being there for all matters and removing the stress from what could be a very stressful change. This has been particularly important for my wife who has had to deal with most aspects of our move.

The team help you settle, they have local knowledge in abundance from restaurants to real estate to service providers and on and on, they introduce you to people who go on to be friends through many fun and varied networking events - ultimately you always know they are there for you and they have often gone the extra mile.

Six months after our move to Melbourne we already feel very settled. Elite helped with finding and arranging temporary and permanent housing, finding our way around, finding friends and much much more. Without them we would have genuinely struggled.

The biggest thing though is that you don't feel like you are dealing with a company, we have felt like we are being settled into a new very different environment by true friends.

I highly recommend Elite Relocation to anyone from private individual to large corporate.

Jon Hogan

Chief Financial Officer, Australia

Australia & New Zealand Banking Group Limited ("ANZ")



May, 2009

Dear Kathy and Louise,

I would just like to take the opportunity to write to you and document my thanks to you and your team in respect of my recent relocation to Melbourne.

The move was as seamless and smooth as I could have possibly hoped for and the services extended by Elite were totally first class.

Having been an expatriate for some time I am familiar with the many stresses that individuals face when relocating and I have to say that the way Elite Executive services managed every detail of my move was second to none!

Not only in finding me a superb temporary residence, but more recently in sourcing me a permanent property which I have now purchased. Every detail was covered by Elite including the coordination of furniture being delivered and assembled in the property, but the other important things like ensuring all the utilities were connected prior to me occupying the property - nothing was too much trouble for you and I felt totally at ease throughout the entire process.

It has been a privilege to have had the experience of Elite being assigned to my move and I can not thank you enough for all the hard work which you put into my move and the professionalism in which things were managed.

Once again, many thanks indeed for all your incredible hard work and I do hope to have the pleasure of working with you again - I am sure you must have many happy clients if my experiences are anything to go by!!

Best regards,

Craig McEvoy
Head of International Mobility
Group Human Resources
Australia and New Zealand Banking Group Limited



May, 2009

To whom it concerns

My family and I used Elite Executive Services as our relocation company when we transferred to Melbourne in 2005 with the Bank of Ireland.

Kathy Nunn organized our house viewings, organized our lease (including the condition report) and arranged rental furniture until our shipment arrived. She gave us background information on schools, kindergartens and childcare, arranged visits to see the shortlisted ones and helped with the applications. She put us in contact with car brokers and even brought us shopping for furniture.

She was full of local knowledge regarding shopping areas, utility services, doctors, health centres and overseas visitors contact groups. For the children there was information regarding parks, sports clubs, recreation centres, libraries and a host of other activities.

Even when you are settled in Melbourne EES continues to provide introductory picnics with other new families and keeps you updated with entertainment options in Melbourne.

We have no hesitation in recommending Kathy and EES for your move to Australia, they made ours so easy and were so welcoming.

Pat and Sinead Lardner



3201/368 St Kilda Road
Melbourne 3004
Victoria

21 May 2007

Kathy Nunn
Elite Executive Services
62 Victoria Street
Sandringham
Victoria 3191

Dear Kathy

James and I wish to acknowledge the tremendous help you and your team have been with our relocation from Wellington to Melbourne.

Just a few weeks prior to James starting work in Melbourne, we missed out on an apartment we had hoped to lease and decided to seek your help.

You assured us you could find us a place to live and very soon you had done just that. Your advice on how to secure the lease for this wonderful apartment was invaluable.

You have helped with all sorts of other issues too, including putting us onto an insurance broker and a technician for installing audio visual equipment. Also, you helped ensure we had gas, power, telephone and wireless connections in time for our arrival.

What's more, you have put me in touch with the most amazing group of ex pat women who, within just weeks of our arrival, have invited me to their homes and to an Anzac day picnic, taken me to golf and included us both in a wine tour to the Bellarine Peninsula.

Your helper, Janet Kelleway, was also especially kind to organise a tennis morning at a friend's home which I very much enjoyed.

James and I feel we have had a wonderful head start in making Melbourne our home and we thank you sincerely.

With best wishes

Shona Willis



IM Learning

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Elite Executive Services Pty Ltd
Attention Kathy Nunn
PO Box 356
Black Rock
Victoria 3193

October 11, 2004

Dear Kathy,

On behalf of Irene and the rest of the family I would like to thank you once again for all your assistance in our recent move to Melbourne. You have blown away all of my "client service" expectations something we really appreciate.

The house here in Normanby Street already feels like our home, since our furniture arrived. The kids love their school and we are starting to engage ourselves around the service offering for IM Learning. Without your steady head, keen eye for the right property at the right price and most of all your motherly love it would have been so much harder.

We have also opened a bank account for IM Learning. It my pleasure to sign the first cheque we have written on our company account – for your account. Its been a pleasure to work together with you and we are looking forward to our paths crossing again.

Many thanks

Rak & Irene



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29 October 2003

TO WHOM IT MAY CONCERN

I became acquainted with Kathy Nunn and her company Elite Executive Services in late 2003, when considering a relocation from Auckland, New Zealand to Melbourne, Australia.

Kathy introduced Melbourne to myself, and more importantly to my wife, Diane and our three children.

Her brief was wide and we saw a number of private and public schools, as well as quite a wide variety of suburbs, both coastal and inland, shopping centres and community facilities. Melbourne is a large city and we travelled considerable distances, but at the end of our induction we had a good idea of what the city had to offer.

Kathy understood and valued what was important to our family. She did an outstanding job of researching schools, suburbs, rental accommodation and a variety of other requests that we made of her. She did not try and hasten the process so she could get on to another job – she seemed genuinely concerned that we be happy to move.

What we enjoyed most about Kathy was her enthusiasm for what she was doing. To her it wasn't work – it was an adventure – and this helped considerably, especially with Diane who was a reluctant mover!

Kathy is a professional with a human touch and I strongly recommend her.

B F Ala'i
Managing Director
Checkpoint Meto Australia Pty Ltd



To,

Kathy & the Elite Team

We would like to thank
you for your hard work and
care during our relocation
to Melbourne. We have
settled in so quickly because
of your help and support
and we couldn't be
happier.

Thanks!!!

Love

Mike & Sara

x x x x



Dear Kathy & Staff,

Thank you for all the help,
Time & care in our relocation.
IT did a world of difference
from previous experiences.

We want also to thank
Louise & Jennifer.

Your relocation services make
a lot of easier such a
complicate think like an
international move.

Again many thanks!

The Cellas



"Just to let you know that I have been in and signed the lease documents, paid a month in advance and agreed with Neil that it is just fine to change that date, as I will actually be in Sydney for that week effectively and won't even be thinking of moving in until the weekend. Thank you all for your help to date. I'm flying back to NZ tonight in a VERY happy and positive frame of mind!"

Barbara Beattie

"James and I wish to acknowledge the tremendous help you and your team have been with our relocation from Wellington to Melbourne. Just a few weeks prior to James starting work in Melbourne, we missed out on an apartment we had hoped to lease and decided to seek your help. You assured us you could find us a place to live and very soon you and Janet had done just that. Your advice on how to secure the lease for this wonderful apartment was invaluable. You have helped with all sorts of other issues too, including putting us onto an insurance broker and a technician for installing audio visual equipment. Also, you helped ensure we had gas, power, and telephone and wireless connections in time for our arrival. What's more, you have put me in touch with the most amazing group of ex pat women who, within just weeks of our arrival, have invited me to their homes and to an Anzac day picnic, taken me to golf and included us both in a wine tour to the Bellarine Peninsula. Janet Kelleway was also especially kind to organise a tennis morning at a friend's home which I very much enjoyed. James and I feel we have had a wonderful head start in making Melbourne our home and we thank you sincerely."

Shona Willis

"I am sorry that we could not attend the BBQ but thank you very much for all the assistance you have given us. Kim was excellent! She supported us very well in choosing a great suburb close to Melbourne, school for the kids and a nice place to live. She brought some toys and books for the kids so they are happy during the flat/house visits. She supported us and gave us advice on the renting application process and served as a local reference, so that it would be easier to be successful in the application. Furthermore, she's been in contact with us to build a new-arrival network. We are very grateful for her assistance." Sergio Baez Duarte

"Thank you so much for all your help. I could not have managed it without you."

Louise Mallinson; Fonterra Brands

"I am presently concluding relocation activities and due to my positive experience with Kathy Nunn and her team at Elite I felt I would communicate to you our total satisfaction. EES was on hand to assist with everything, even our garage sale, following up all queries promptly and giving my wife full support while I was away for the first six months. They have not dropped the ball at any stage and I highly recommend their service to others."

David Loiacono; Nestle

"Thank you so much for all your help with everything."

Sergio Valasco; Cummins



"Thank you so much. I just walked out the door and got on the plane."

Brett Knights; ADP

"We can't tell you how much we enjoyed last week. We are eternally grateful for all the effort and time you both put in. You are both very good at your jobs! I can't remember a period when we I talked so much. It hasn't been taxing, just exciting. We pitched ideas at the children yesterday and went back over some of the material we brought back (16 kg of it!). Once again, words cannot convey our thanks."

Ian Simmons

"Thank you for finding me this great flat. I am really happy living here and the more people I speak to the more I realise that I was extremely lucky to get this place. Today I am hoping to finally meet up with Cate so thank you also for putting me in touch with her. You were invaluable."

Sian Morris

"Thanks to the girls for finding me a nice comfortable place I am very happy with it and my sister in law and her husband I was staying with can't believe the place I have got."

Noel Sheedy

"Just a short note to let you know that Sian was extremely happy with the service you provided, which was great to hear. It sounds as though you really made her transition into Melbourne a little more bearable (particularly given the state of the rental market at the moment). Thanks for doing such a great job and we will continue to recommend your services to other inpatients we recruit."

Jacqui Burnell

"It's good news that they have found a property so quickly and are very much looking forward to coming to Australia. Thank you so much for being part of this and for making the process very seamless. It's made my job so much easier - believe me!"

Donna Sturt

"Yes all is going well and I have started work now. I absolutely love the car from Greg and Karen has done an impeccable job for me. I'll contact Sian (is it Sian?), it will be great to have another friend to chat to, thanks very much for thinking about me. Thanks once again for your service Kathy, it has made the transition as near effortless as possible for me."

Cate McNamara

"The relocation service we received from Kathy Nunn for our move from London to Melbourne was excellent. It started before we left the UK with Kathy speaking to us about our requirements and e-mailing details so we could get a feel for areas and types of properties. She then showed us a variety of houses and apartments, using her network of local estate agents so in some cases we were viewing before they were advertised publicly. Her good relationships with agents helped with the negotiations to secure our rental property and the



service did not stop there - she was on hand with felt and biscuits to ensure the day of the move went well, and has introduced us to various networks in Melbourne. Thanks for all your help Kathy, it would have been a lot harder without you."

Catherine Shepherd

"Kathy and her team at Elite Executive made our recent relocation from Sydney to Melbourne run like clockwork. Being first time parents with a six month old baby and minimal contacts in Melbourne we were apprehensive about the move. Kathy took time to understand our requirements for a house and this enabled her to find us a great home in the right location before we moved. Given her contacts in Melbourne, she sourced our rental property before it even went on the market, which is a fantastic service. Kathy continued to offer support and information after our arrival in Melbourne and is still only a phone call away if we need assistance. This is definitely five star service."

Michelle, Chris and Lucas Canty

"We would like to express our appreciation to Kathy for her help with our move to Australia. Whilst we were still in UK she found us a lovely house which was ready, along with food in the fridge, for when we arrived. When we did arrive, which was 7.30 on a Monday morning, Kathy was there to greet us. She also provided all the local information that we needed. The ongoing support has been tremendous and we feel very secure knowing that Kathy is only a telephone call away if we need any help or advice. Thanks Kathy, you're wonderful."

Phil, Chrissy & Rachel Smith

"We first visited Melbourne in February 2006 and spent days driving around looking for a suitable area to live, we ended up returning to the UK disappointed and slightly disillusioned. For our next visit in May 2006 we contacted 'Relocations' three months before we were due to fly out. After a few phone calls and a dozen or so E mails we were able to agree on a short list of areas that matched our needs.

On returning to Melbourne one of Relocations representatives spent a full day with us showing us the selected areas, this included a selection of properties and schools. This service enabled us to pick both a school for our children and a suitable area in which to live. We feel that with the aid of relocations we were able to achieve far more in the time frame available to us, and would not hesitate in recommending their services. On returning to the UK we have E mailed Relocations for advice and have always received a prompt and helpful response."

Bryan & Sue Arber

"Kathy and her team at Elite Executive Services were incredibly responsive and went out their way to assist in meeting our needs. What could have been a particularly stressful exercise was relatively painless due to the professionalism and support (both emotional and otherwise) that were given. Working with Elite for our relocation from Sydney, made us feel like we had the specialised attention of a boutique agency whilst still having the incremental resources and contacts to ensure a smooth transition. I thank Kathy and her team and would not hesitate in recommending them."

Rachael Powell

"Hi Kathy, Firstly Debra was brilliant, she sent us in the correct direction for renting property with regards to Bob's work and we managed to secure this very quickly which in turn let everything else slot into place. Secondly Debra gave us detailed information on the local areas and answered what must have been the



simplest of questions without us feeling stupid for which we can only be grateful. We both would have no qualms recommending your services to anyone we know who comes to Australia in the future as your services has help us settle in such a short time. Again thank you."

Tracy & Bob Dickenson

"I just wanted to drop you a note to thank you for the assistance you & Alison provided me when I moved from the UK to Melbourne. All of the apartments you showed me met my requirements & Alison proved invaluable with her local knowledge, I still can't quite believe how many apartments we managed to see in just one day! Once I chose my apartment the application process went smoothly & I moved in to my apartment less than a week after I arrived. Your services exceeded my expectations & I would recommend Elite to anyone relocating to Melbourne. Thanks again!"

Louise Drew

"We have moved internationally a few times now. Thank you for making our move from UK to Australia the least painful relocation experience ever. Prior to the move we were feeling overwhelmed with the complexity of finding a good locality, a good home, a good school – and quickly enough so that we could get on with our professional and personal lives. Your dedicated effort, the ability to understand our requirements, and your attitude to go out of the way in helping us integrate with the community made this a remarkable experience. Thank you for your help."

Yogita & Sanjay Mohan.

"We were introduced to Elite Executive Services when considering a move from Auckland New Zealand. Our consultant's brief was wide and we saw a number of private and public schools, as well as a wide variety of suburbs, both coastal and inland, shopping centres and community facilities. Our consultant understood what was important to our family. She did an outstanding job of researching schools, suburbs, rental accommodation and a variety of other requests that we made of her. She did not try to hasten the process so that she could get on to another job - she seemed genuinely concerned that we be happy to move. To her it wasn't work - it was an adventure- and this helped considerably, especially as my wife was a reluctant mover!"

Badi and Diane Alai.

"I want to thank Kathy for her wonderful help and advice. I don't know what I would have done without her."
Andre Socha.

"I am writing to express my sincere thanks for all your assistance over the past couple of weeks. Moving from South Australia to Victoria had the potential to be a very daunting experience for me, however your assistance has made all the difference. It is extremely obvious that you have a lot of passion for your work. I felt that you really cared for my future lifestyle and wouldn't stop until we found the perfect home for me and my dog. It was almost as if I was being looked after by one of my best friends! I wouldn't hesitate to recommend your services to a prospective client, and I have already recommended that my company uses your services again in the future. Thank you so much for looking out for my best interests and making this experience so much easier for me. I wish you all the best in life and will be looking out for your best seller in the bookshops!"



Bernadette Shanahan.

"Further to my email to Alison, can I please pass on my appreciation to you of the services provided by your company and for me personally, Alison. She has proved to be a worthy source of knowledge and a terrifically helpful person to deal with. There has been no query she has not been able to assist with and I am so appreciative for all her help. What a great service you offer! "

Connie Schell.

"Loving Sydney, adore my new house. Thankyou SO much!!"

Sarah Murphy.

"My partner and I were almost overcome by anxiety and despair when we began to arrange our relocation from Brisbane to Sydney. The rental market seemed impenetrable, but Margaret found us a lovely home and did so incredibly quickly! I recommend EES to anyone who expects absolutely impeccable service.

Paul Wankadia.

"Thank you for your e-mail, we met up with everyone on Saturday night and had a really good time, it was nice to meet new people on our first day! We are settling in very well, and are over the moon with the apartment - Deb did a fantastic job for us, she made everything very easy and was a pleasure to deal with.

Michael and Gill Roberts

" The smartest decision I made concerning relocating to Melbourne for this year was to engage Elite Executive Services to help find me accommodation. Their services came highly recommended, and I can honestly say that they have even surpassed my expectations. From our first contact, they worked effectively and diligently to help me secure the type of housing I was looking for. I was sent continual updates about available listings, in large part to help narrow my selection criteria. Once here, Rebecca Weisman kept in constant contact, set up a viewing the second day I was here, and I found the perfect apartment on the spot. It was very fortunate that I had signed up with Elite, because there is a dearth of desirable places and I have no doubt that this gem of an apartment would have been snapped up as soon as it came on the market. Once I secured the apartment, Rebecca contacted the electricity people, which ensured a smooth transition and provided important information on phone and internet service. All in all, what could have been a very anxiety-provoking experience turned out to be a pleasure from first to last. I recommend this service warmly and with no hesitation. In fact, I think it would be foolish to try to secure first-class accommodation on one's own given the current market. "

Joel Peter Eigen.

"Elite executive services made my relocation from Sydney to Melbourne as painless as possible. The staff were friendly and professional and I was given the option of having them take care of as much or as little as suited my needs. Since starting this new job I am looking to use them to relocate other key members of my team over the next few months. "

Gareth Knight



"Gerry and I would like to thank-you very much for your kind and professional assistance you provided to us as part of our relocation activities. We are very excited about moving to Kangaroo Point and feel that the place we have chosen will suit our stay in Brisbane. "

Kel

"Thanks Kathy ~ let me know if you or any of the team are in the neighbourhood : you are welcome for a cuppa anytime! You have been such a blessing to us and we will always be grateful for the start you gave us in Melbourne! "

xoxo Angie

" I will most definitely recommend your services to anyone who is planning to move to Aus from SA. "

Regards, Herman

" I just wanted to thank you again for what you did for our daughter. She is a different girl after a term at the school you recommended, so much more confident. Your help was so appreciated, it was such a stressful time for us, and you went over and above to help her. "

Sophie

" Thanks Lisa -- we're nicely settled and enjoying Melbourne and the surrounding area (just returned from a weekend on the Great Ocean Road). Thank you for all your help in getting us settled -- it's a great location that's very convenient for everything we need! "

Best, Carolyn

" I need to comment that Chris was super impressed with your service. I hope we can use you again in the future "

Leonie Hall

" I would like to take this opportunity to thank you for the services provided, in particular Sue who has made herself always available to assist, taking telephone calls at all hours of the day (based on me being in the UK, USA and other places). We did not give Sue a well defined location for house finding , in fact I think we covered most of Southern England in our 'preferred area' but even when we made Sue drive through the wilds of Lincolnshire she did not complain. With Sue's assistance we were able to fly in, look at houses and schools and make a decision in less than one week – this not only saved my company the costs involved in multiple trips to the UK, but also preserved my sanity. "

Warren Sutcliff, Varec Europe