

# CUSTOMER FEEDBACK

## 4 Paws for Ability

### Los Angeles

LAX Cargo had the rare privilege to assist a most worthy cause, the transportation of 4 trained dogs for 4 Paws for Ability to Auckland on NZ01/24 Jan, 2010.

Executive Director Karen Shirk started 4 Paws for Ability in the 1990's because of the difficulty she experienced in obtaining a service dog for her own family. Many of the current agencies have waiting lists or age specific requirements which make obtaining a service dog all but impossible. With this experience in mind, Karen then started 4 Paws for Ability, "...and to keep as a founding principle the willingness to provide service dogs for any individual regardless of age or disability."

4 Paws for Ability, Inc, mission is to:

- Enrich the lives of people with disabilities by the training and placement of service dogs to provide individuals with companionship and [to] promote independent living;
- Educate the public to accept the use of service dogs in public places;
- Assist with animal rescue whenever possible by obtaining many of our animals from shelters and rescue groups.

Eric Bimber, Cargo Sales Manager, Southwest, worked closely with 4 Paws to provide the passage to New Zealand, (with great thanks to CEO Rob Fyfe for his personal approval) for these 4 beautiful, fully trained dogs to help children with disabilities. Also, great thanks from 4 Paws to Sandro Penzo, Rick Nelson and Sal Sanfilippo.

The cost for one of these dogs can normally range from USD\$240-\$14,000, based on the amount of training necessary. But—this cost is absorbed by the applicant, who uses fund raising activities to gather the necessary resources, with assistance from 4 Paws as necessary.

This shipment to New Zealand was actually the second one from 4 Paws, and was destined to 4 Paws for Ability New Zealand Charitable Trust. All 4 of these dogs went to children with Autism or Seizure disorders.

LAX Cargo received a heart-warming, hand-written letter of appreciation, and Karen described her experience with Cargo/LAX as "wonderful."

Looking forward to the next time we can be of assistance, Karen!



Thank You  
From  
4 PAWS NZ Inc



DESIGNING AND DELIVERING EXCELLENCE IN CARGO SOLUTIONS

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Dear Eric,

We would just like to let you know how grateful we are to you for arranging free transport for our four assistance dogs to Auckland. It was a generous gesture by Air New Zealand - we appreciate your efforts in making it happen.

These amazing dogs are already proving to be a great asset for our precious children & its only the beginning.

Kind Regards & grateful thanks

Maria & all the other

4 Paws NZ families



**4 PAWS NZ INC**

*Bringing Assistance dogs  
to New Zealand, be part of the journey!*



OUR PEOPLE MAKE THE DIFFERENCE