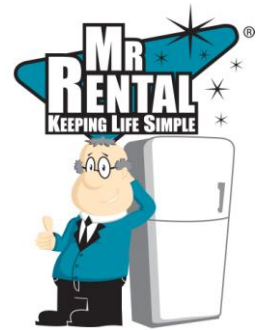


media release

FOR IMMEDIATE RELEASE
16 October 2009



MR RENTAL TOOWOOMBA ACHIEVES TOP TEAM FRANCHISE AWARD

Mr Rental Toowoomba has just achieved the top Mr Rental franchise team title, the *Team Excellence Award*, which was awarded at the Mr Rental Annual Franchise Conference in Melbourne over the weekend.

Franchisees Mark and Liz Norman and their team were triumphant among over 47 Mr Rental stores throughout Australia.

Mr Norman was also officially inducted into the Mr Rental V Team at the Gala Dinner. V represents the network's Vision, Values and Victory, and the V Team is an elite group within the Mr Rental network of business professionals who are aligned with the franchisor, maintain high Business Development Reviews and consistently meet their store's key performance indicators.

Franchisees who are part of the V Team always live above the line in their professional dealings and attitude; that is with ownership, accountability and responsibility. Living above the line and following the organisation's 12 points of culture are an intrinsic part of the network's values systems.

Mr and Mrs Norman opened Mr Rental Toowoomba in June 2003 and the Ipswich store a few months later, in December 2003, building a team of eleven employees across both stores.

Mr Rental General Manager, Alan Payne, congratulated Mr and Mrs Norman and their team on the *Team Excellence Award*.

"Mark and Liz are both inspiring leaders to their team and are very active in following and supporting the Mr Rental systems and engaging with the National Support Office at every opportunity with feedback. They also are open to learning from others, and have visited twelve Mr Rental stores in Australia and nine in New Zealand over the last six years to pass on new ideas to their team."

Mr Payne also commended Mr Norman's social responsibility and involvement in the local community, which ranges from his service as a member of the Toowoomba Chamber of Commerce and Rotary Club of Toowoomba, to donations, sponsorship and involvement with the Cancer Council, Red Cross, Rangeville State School, Jon Brook Cycling Classic, Toowoomba Bears Junior Rugby Union Club, Murray Greys Cycling group, Allstar Gymnastics Academy, Toowoomba Hospital Foundation, Milne Bay Military Museum and Toowoomba & Darling Downs Diabetic Group.

Mr Norman said the couple put their success down to their supportive family, their team members and an equally supportive local business network.

"Our team has really grasped the importance of treating all our customers equally and with honesty and respect. They are passionate and enthusiastic about the business and making a real difference within the community," Mr Norman said.

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Indeed, the service offered by Mr Rental franchises across Australia has grown in demand among local families, due to a trend of renting rather than buying white goods and appliances, particularly in the current economy.

"Renting is an attractive option for families looking to maximise their cashflow by not having to purchase big ticket items outright, while ensuring they're not denying their family's basic needs," Mr Norman said.

"We supply fridges, TV's, washers, dryers, televisions, sound systems, game consoles and even furniture within 24 hours and look after any repairs or issues with any of the appliances, at no extra cost" he said.

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