

Mr. Mark Lore
Ride-away
54 Wentworth Ave
Londonderry, NH 03053

Dear Mark,

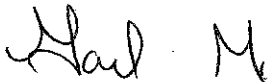
I am writing this letter to give praise to your company and to one individual in particular. I have worked with William, *Billy*, Cushing and Ride-Away since 1994 and even though I am no longer in the state of New Hampshire, Billy is still providing me with his expertise and excellent customer service. I am currently experiencing some technical difficulties and no one in the state of South Carolina is able to comprehend the intricacies of the equipment that Billy has installed.

This van is my second one purchased and modified by Ride-away and I have enjoyed my affiliation with the company and especially Billy. I always feel that no matter what the complications are, Billy will figure out the issue or direct me in the correct area to ensure my safety. I wish all of your satellite offices could have someone as brilliant, caring, patient and understanding as Billy. When people ask where I had my van designed I proudly tell them about your company and the Ace up your sleeve in Billy. His attention to detail and the customer needs is beyond measure.

I felt compelled to write to convey my feelings of gratitude for all your company does; to indicate that Billy deserves special recognition for all he contributes and the man he is. He is the epitome of all that embodies customer service. Without his genius I would not be driving today. I hope that he is as appreciated in the work place, as he is to those of us with disabilities that have been given such a gift of independence due to his technical abilities.

Thank you for taking the time to read this missive. I am looking forward to a continuing relationship with Ride-Away and of course Billy. I hope that someday you will open a satellite office in South Carolina.

Sincerely,



Gail M