

Dear Mr. Lore:

I am writing to tell you about the extraordinary service my family and I have received from Forrest Bateman at your Tampa location.

I first met Forrest in 2006 when our non-profit organization, _____ wanted to purchase a van for a family who had two sons in powerchairs and no way to transport them. Forrest was very accommodating and helpful and worked to find a great van for our beneficiary family.

The following year, _____ purchased another van from Ride-Away through Forrest, and again, he was wonderful throughout the whole process.

This year, we decided it was time to look for a replacement for our own 2001 Chrysler Town and Country so of course, we called Forrest. He was absolutely phenomenal. We worked with Vocational Rehabilitation to pay for the conversion and we got a loan,

_____ I know that there had to have been a mountain of paperwork involved with both organizations, but Forrest always made everything seem effortless. Forrest and his wife Sybil delivered the van to our home and they couldn't have been more gracious.

We needed to sell our 2001 Town and Country and Forrest, yet again, went above and beyond anything we could have expected to help us with that. He really wowed us with the time and effort he put into helping us.

Forrest is just one of those people who seems to truly care about helping his customers. You don't see that very often anymore and I just felt moved to let you know. I have a big mouth and I love to tell people when I've been treated well by someone. My son, Christopher, plays power wheelchair soccer and of course I tell all the families we come into contact with about Forrest and Ride-Away.

I am sure that you must be well aware that Forrest Bateman is a huge asset to your company and you are lucky to have him on your team. He has certainly made very loyal customers out of us!

Sincerely,

Traci W