

Dear Mr. Lore;

We are writing this letter to let you know of the many wonderful employees you have at the Gray, Maine office.

You always expect your employees to be great and wonderful and they all are however, you have two very exceptional employees in that office.

Connie and Berry are the kind of workers that you seldom find now days in this busy world of ours.

Our 2002 Wind Star Van broke down recently. The wrecker came and towed it. The dealer ship said that to repair my blown spark plug would cost \$1700. We said no because the week before I had paid \$396 to have an alternator replaced. It seemed that this Ford "had seen its day", so to speak.

We called Ride A Way and spoke to Connie and said I would have the car towed to their garage so that the lift that was put in by them paid for by the Veterans Administration could be taken out and my car could be sold to a salvage yard.

We were "stuck" at the garage with my power wheel chair and did not know how my caregiver and I were going to get back home.

After Connie heard my story she immediately said "I will be down with my van to take you and your chair home." To me that is above and beyond the call of duty.

Barry and I had been talking about getting a new van and the VA will help to pay for it but I had been waiting for the papers to come through. Barry got on the phone after hearing our tale of woe and called the VA to see if he could find out when the papers might be coming. They told him in 10 days we would have what we want.

What a relief. But that is not the end.

They did not take my lift out. The mechanics out back said they thought that the garage across the street might be able to repair my car for a reasonable price. So they sent it across the street to the garage that they use.

Barry called me back and said "Your car is fixed" I was so delighted I could only cry. What a relief to be able to keep my car with my lift for my chair until I could get my van.

Connie and Berry are people we can trust and they handled our crisis, which really was a great and wonderful thing. I think as we get "older" we may not think as fast as we did at 50, or act as quickly, but these folks really took care of us in our time of need.

I hope you will give them a day off with pay, or something outstanding in recognition of their good deeds they did for us two old ladies. Once again they have proven RIDE A WAY is the best way !!!!!

Sincerely,

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