

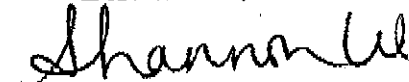
Dear Mark and All of the Wonderful People at Ride Away,

I wanted to take a moment to thank-you for the wonderful job that you continuously do for our agency; specifically pointing out an incident that happened over this past weekend. Late last week we had a routine issue with our van lift and we couldn't get it to close. Therefore, it was pretty much stuck in our driveway. We received some help over the phone to try to close it but that did not work. I figured we would call back on Monday to set up a time when someone from your company might be able to come out to take a look at it. Over the weekend there was a misunderstanding on our end and someone thought that the van was going to be picked up. I want to THANK-YOU for coming out on a Saturday afternoon, on short notice, to get the lift closed and then transported back to Ride Away to be repaired. This was more than we expected and I appreciate you going above and beyond when you were not prepared to handle this at that time. I also want to thank-you for calling us back first thing Monday morning with the diagnosis of the lift issue and the part that was ordered already to repair it.

I have never had a bad experience working with your company and I look forward to your business in the future.

Have a great day and a Wonderful Holiday Season!

Best Wishes,


Shannon W