

Mr. Lore,

My story starts with an accident I had in October of 2010 that completely destroyed my van. That van was equipped by Ride-Away. I was paralyzed at age 17. That was approximately 35 years. I learn to drive when I was 15 years old. After the accident at age 17, I lost my ability to drive. Your company gave me back that ability approximately 2 years ago. I started driving again in 2008. Thanks to the wonderful staff at Ride-Away, I was back on the road again. That van gave me more freedom than I ever imagined having again in life. It gave me the ability to go when I wanted to go. I didn't have to wait on anyone to pick me up and carry me places. That van gave me back the freedom I lost at age 17. Before I got the van, my travels were very limited. I rarely ever went out of State. But after receiving the van, I traveled to Massachusetts, Pennsylvania, Delaware, Virginia and other places. For 35 years I was not able to visit those places. The van that Ride-Away equipped for me, open up a whole new world for me. I was all over the place.

So when my van was destroyed, I was devastated. As a result of the accident, my world was limited once again. I was again depended on public transportation that mainly took me to work and back home again. Mr. Lore, I was completely lost as to what to do after that accident in October 2010. So I called Ride-Away. That when I met Maureen Pepe, a member of your staff. I told Maureen about the accident. After about 5 minutes of talking to her, I began feeling hope that I would get back on the road again. Maureen scheduled an appointment with me the same day I called her. She and Scott came out to my house on the very same day I called her. While Scott was evaluating the damage to the van, Maureen was explaining to me what we needed to do to get me back on the road again. She promised that she would be there to help me through this process. And my God, she was there every step of the way. The lady is great!

It seems every hurdle I could possibly run into occurred. The insurance company said that they will help pay for a new vehicle and transference of the equipment into the new vehicle. They advise me that the equipment was not covered so they could not replace it. I thought it was okay since the equipment was not damaged. However, I later found out that the equipment was usable. As I said at the beginning of this paragraph, hurdles kept getting in the way. No matter how hopeless things look, Maureen not only encouraged me and informed me of all that was going on, she managed to knock down every hurdle that came up. Mr. Lore, I want to thank you for having a great company and a wonderful staff.

Calvin M.

A member of the Ride-Away family