

Jeremy

847 331 6410  
~~847 331 6410~~

Calling regarding incident 3/31/13  
O.R.D.

Spoke w/ driver, and other than ~~some~~ exaggeration, the account is accurate.

I apologize for any offense taken in this incident, and don't know how this happened. We strive for perfection, but can fall short in this imperfect world we live in.

~~Discontinue~~ We run a family owned business, and pride ourselves in living by the golden rule. The failure of a passenger to not understand instructions by these driver doesn't excuse the driver ~~in~~ for inappropriate comments.

~~Please~~ In the future, we would like to hear about any problems that arise at our office, rather than ~~than~~ than ~~for~~ a facebook posting which ~~is~~ tends to get blown out of proportion. We deal w/ incidents on a personal ~~level~~ level.