



Hey Brendan,

I had an issue with the truck the other day. I blew some seals in the power steering box and was losing tons of fluid. After calling the Rapid Response phone number and getting in contact with the mechanic, he gave me his personal cell phone number and assured me that it was OK to call at any hour of the day, if I needed help or had any questions.

We troubleshot the problem and decided what to do for a proper repair. Matt told me what gaskets I needed and then talked me through the repair over the phone until the last bolt was in the unit and was tight. Then I fired up the truck at 7 o'clock at night with Matt on the other line, and it was 100% fixed.

Matt gave me the assurance that I wasn't going to be screwed over and that he actually cares and takes pride in being certain that Apex vehicles and equipment are fixed 110%. and that the customer is taken care of, no cutting corners.

I wish there were more people and more mechanics out there like him. He is a major asset to Apex and I just wanted to make sure you guys were aware of this. if you would please forward this email to other employees and managers at Apex so when they tell the customer that they are covered, they are 1000% CERTAIN that they will actually be taken care of properly and in a timely manner.

Thanks again,
Johnathan Schneller
Schnelloggers Tree Service & Removal
www.schnelloggertreeservice.com