

Dear Kuulei,

I am writing this letter of appreciation and recommendation for the services you have provided for our family the past few months. At the outset, you came to my parent's home to meet us and talk about your philosophy in helping the elderly with their transportation needs and keeping the costs affordable. You asked us for contact information for doctors and family members, which demonstrated to me that you were conscientious about your clients' welfare. I also appreciate the attention you give your clients in scheduling the same driver to take them to their destination and return them home so the client has familiarity with the drivers. The door-to-door services that OHE provides are critical for the elderly to ensure that they get to their destinations and back safely.

My father requires transportation to dialysis treatments three times a week at 5 A.M. with a pick up about five hours later. Your drivers have never been late, and have also provided me with important information on his demeanor and whether the care home is sending him off in appropriate clothing and has fed him before he leaves. You are our eyes and ears and let us know when things aren't right. As a long-distance caregiver, I appreciate your phone calls whenever you encounter a situation that needs to be reported to the family. I have peace of mind knowing that my father is being transported and cared for by people I trust.

OHE provides a unique service for the elderly and their families that no other transportation provider in Hawaii offers. I consider you and OHE our extended family, helping us provide for the care of my father.

Please feel free to have prospective clients contact me at (530) 848-9361 if they have any questions about your services.

Aloha and Mahalo nui loa,

Estelle