

To Whom It May Concern,

I wanted to take the time to let you know about the outstanding service I received from your company for my wedding transfers. I decided to book with Big Easy after seeing your high rating of customer service on the Better Business Bureau website. I called in and spoke with Steve who delivered kind courteous service in checking to see that the date and time were available and provided a quote. I agreed to the cost and he quickly described when my card would be billed and sent me an email invoice with-in minutes.

On the day of the wedding our driver called 15 minutes before his scheduled arrival and needed directions as he was lost. It was no big deal he just missed the turn and was in our driveway 5 minutes later...still early I might add. He surprised me as when he called he was very polite calling me Mr. Michael and apologized for his delay. He assisted in getting our luggage and the wedding dress in the limo along with my mother and grandmother. The limo was immaculate both inside and out and smelled new. Our ride from Pearl River to the cruise terminal was smooth and we arrived 30 minutes early which was great. After the wedding I had a transfer scheduled to take my parents and grandmother back home. As I was not present my dad told me that yet again the driver was early, waiting for them in the same spot as they were dropped off. He asked if they had a good time and seemed interested in the response. Again the ride home was smooth and they arrived home on time. I apologize that I do not remember the driver's name, but wanted to let you know how great my overall experience was with Big Easy Limos from the first phone call to the drop off.

It is not everyday I book limos, but just calling around and getting quotes and checking dates was like pulling teeth with some companies. I felt as if I was bothering them as they seemed to be busy to help or acted as they didn't need the business. Big Easy is truly focused on client satisfaction as you can see from what is described above. All of my transportation needs will now go through Big Easy Limos.

Thanks again,

Michael & Heather Hooge