



Earlier this week, Nick Taylor, Marketing Manager at AZP20, provided an Unexpected Experience for his customer. Below is that customer's story about their interaction with Nick and his generosity.

"Took my car into Firestone to get an oil change, tire rotation, and overall diagnostics. As you can imagine, they came back with a plethora of things needing to be done, including all new tires. My \$89 quote turned into \$1800, something I simply cannot afford right now.

I called over to Discount Tire, upset still, asking if they could give me a second opinion on the tire rotation - I just need it to get me through until next payday. The gentleman I spoke with told me to ask for him when I got there. He was honest; I need at least two tires right now. He offered to give me two for the price of one and asked if that helped. I told him I could pull that off and he went to check if he had them in stock.

Next thing I know, he had his card in the machine.

"I got a really good Christmas bonus this year and I'd like to pay it forward."

He paid for my two new tires, which are being put on at the moment.

Almost every day, I cry and I question why this world and the people in it are so awful.

But now I'm bawling because they aren't. Not all of them, not always."

Thank you, Nick, for going above and beyond and Paying It Forward.