



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.