



Allstate Roadside is proud to present Ratteree Transportation in Moscow Mills, MO, as the October Customer Commitment Award winner. Mike Farmer, network education manager for Allstate Roadside, congratulated Owner, Eric Ratteree, for his commitment to our mutual customers.

Eric started Ratteree Transportation in 2017. After 20 years in the salvage business, a family member needed help managing medical issues, so Eric bought a truck and set out on his own. Today, Ratteree Transportation has two drivers and a dispatch manager.

Eric told Mike that he and his team pride themselves on helping the customer. They communicate their ETA, and if that ETA changes, they make sure to communicate that to the customer. Eric recalls a time he was called out to a jumpstart. By doing a quick diagnostic check on the battery, they figured out that the battery was dead, so they got the customer to a parts store and helped install a new battery. Eric said, "It was good to be able to help turn an unfortunate situation into a more positive situation." When Mike asked what his favorite part of the business was, Eric said, "I like to talk to customers, in particular elderly people. I like to hear their stories and enjoy learning something new from them every day."

Ratteree Transportation currently has two trucks and is looking to grow their business by adding another truck and a driver. The trick is finding an operator that has the appropriate skills and understands good customer service.

Allstate Roadside Network Field Manager, Lance Hukill, nominated Ratteree Transportation. He says, "Eric has stepped into an area that was always very difficult to find coverage. His location in rural Missouri puts him in a position to serve remote areas in this market. He's dedicated to taking care of our customers. I wish I could duplicate him in these types of areas many times over."

Thank you to Eric and the rest of the staff at Ratteree Transportation!