

Pj and Friends (PAF)  
407-434-1705 – ON AIR  
pj@pjandfriends.com  
January 3<sup>rd</sup> 2013  
Media Contact: Pj Pantaleo  
407.434.1705  
[pj@pjandfriends.com](mailto:pj@pjandfriends.com)  
[www.pjandfriends.com](http://www.pjandfriends.com)

[Listen Live](#)

**Keywords:** Trucking / Truck Driver / Training / Truck Driver Training / Truck Driving Schools / Driver Solutions / Pam Transport / High Pressure Sales / Diploma Mill / [www.greatcdltraining.com](http://www.greatcdltraining.com) / CDL Training / CDL License / Driver Holdings /

***FOR IMMEDIATE RELEASE – Consumer Warning***

**This is a consumer warning:**

Driver Solutions Inc  
Aka Driver Holdings  
3603 E Raymond St, Indianapolis, IN 46203  
(317) 791-2901  
[www.greatcdltraining.com](http://www.greatcdltraining.com)

Recruiter: Misty  
888.298.1264



Notice is being sent to national and local media NBC Dateline, ABC 20/20 WKMG, WFTV, WKMG, WOFL, WESH, the Orlando Sentinel, and the Associated Press.

My name is John (Pj) Pantaleo host of Pj and Friends [www.pjandfriends.com](http://www.pjandfriends.com)  
Recently I inquired about a job in the trucking industry. I would need training so I went to the internet and searched trucking companies that offered driver training. I came across PAM Transport [www.pamt.com](http://www.pamt.com) PAM Transportation Services, Inc 297 West Henri de Tonti Blvd Tontitown, AR 72770. I clicked the application button and indicated I would need training. At this point I am not sure if PAM received my application and they shared it with Driver Solutions or if I was redirected Driver Solutions website. Following the application I received an email stating that I needed to call them for a “Phone Appointment” this wording leads you to believe that you are talking to PAM.

I did a little research about trucking and pay rates, training experiences and thru that process I came up with a list of questions I wanted to ask. A few of the blogs I had read stated that if for whatever reason you were disqualified as a driver that you would 1) Be responsible to repay the

cost of training and 2) You would not be provided transportation back to your home. – meaning you would be stranded wherever they had sent you to.

On Weds Jan 2<sup>nd</sup> 2013 I called Misty – and spoke with her. This woman talked so fast and so much that I could not get a word in edge wise. Repeatedly I said “Misty,, Misty... Misty.. I have questions” I would get her to stop for a second begin to ask a question and before I would get a few words out she would try and anticipate my question and talk over me go on for another few minutes. I explained I had a list of questions she would say fine I would again begin to ask and she would talk over me. It ended with me saying I do not think this is for me. She hung up!

I began to understand that this was a contracted school for PAM Transport and that Driver Solutions was independent and more than likely could not answer on behalf of the company. So the sole purpose is to put as many people thru the school so they could get paid. So it was in their best interest not to answer any questions repeat the “Scripted info” over and over to move you along.

I found the local number for Driver Solutions and called them I asked to be put thru to a member of management. The first person I was put thru was a Lady and her voice mail said she was still out on holiday vacation; I called back and explained to the receptionist that I did not want voice mail. I was put thru to John who I was told was in the same office as Misty. He was aggressive verbally and I was not sure if he was really a manager or if he was another “Recruiter” acting as a manager. I at this time had a bad frog in my throat and must have sounded like a mad man. So I ended the call.

I sent a message thru the website [www.greatcdltraining.com/contact-us](http://www.greatcdltraining.com/contact-us) I advised them of my experience and advised them of the show and that I would be talking about it on the air. I also advised them I would issue a consumer warning about them. I monitored the contacts to my site and noticed that several IP addresses from Driver Solutions hit my site several times on 1/2/2013 so they are aware of my show and its site.

If you are a person looking to make a change truck driving is a decent profession. It is a serious commitment and I strongly suggest that you ask questions. If you are unable to ask questions or if your questions are answered with a misdirecting answer walk away. There are plenty to companies out there that do it right.

### **PJ and Friends Show Information:**

Host and Producer - Pj Pantaleo - Pj has be in the marketing field for the past 10 years working for companies like Hilton Grand Vacations, Celebrity Resorts, Contracting with companies like Orange Lake. In 2008 Pj graduated from SAK Comedy Lab, and In Dec of 08 joined an improv troupe Power 2 Improv as the marketing director and player, performing every Saturday at the Clarion Resort & Water Park in Kissimmee.

**From:** Mike Benkert <mibenkert@driverholdings.com>

**To:** 'pj@pjandfriends.com' <pj@pjandfriends.com>

**Subject:** Complaint

**Date:** Thu, Jan 3, 2013 6:24 pm

---

John,

I have been made aware that you feel like you were treated rudely by one of our driver agents - Misty. I try to make sure all consumer complaints are followed up on. Please e-mail me a copy of the recorded phone call so that I can properly investigate the matter.

Thanks in advance.

Michael Benkert

Chief Executive Officer

**From:** Mike Benkert <mibenkert@driverholdings.com>

**To:** Mike Benkert <mibenkert@driverholdings.com>; 'pj@pjandfriends.com' <pj@pjandfriends.com>

**Subject:** RE: Complaint

**Date:** Sat, Jan 5, 2013 1:24 pm

---

John,

My initial investigation of any complaint always includes first looking at the driver account to see if there is any useful information. What I found was Misty's notes about her call with you. They were pretty concise "**RUDE, RUDE, RUDE, RUDE, RUDE, RUDE, RUDE, RUDE, RUDE.**" I then asked her about the call and she said that you just talk over her every time she would try to answer one of your questions and eventually hung up on her. I guess that is why you did not send me a copy of the recorded call as requested.

Misty is a sweet girl. I don't take kindly to you putting in a bogus application (having no real intention of wanting to become a truck driver), being rude to her and wasting her time, because you wanted to file a consumer complaint. And it infuriates me that you would call this young woman a douchebag on your radio show!!! That is not classy and it is slander.

Now I want to resolve this by you doing the right thing and removing that bogus consumer complaint from your website. Then we can call it a day and part ways agreeing to disagree.

Please let me know if you are going to do the right thing.

Thanks,

Michael Benkert

Chief Executive Officer

---

**From:** Mike Benkert

**Sent:** Thursday, January 03, 2013 6:29 PM

**To:** 'pj@pjandfriends.com'

**Subject:** Complaint

John,

I have been made aware that you feel like you were treated rudely by one of our driver agents - Misty. I try to make sure all consumer complaints are followed up on. Please e-mail me a copy of the recorded phone call so that I can properly investigate the matter.

Thanks in advance.

Michael Benkert

Chief Executive Officer