



PNC BANK, N.A.

The PNC Financial Services Group, Inc.

150 W Chelton Avenue

Philadelphia, Pennsylvania 19144

Phone: 215-951-6360 | www.pnc.com

March 25, 2026

To Whom It May Concern,

This letter is to confirm that Always Create Goals – ACG LLC maintains an account with PNC Bank, N.A.

As of March 25, 2026, the current balance in the account ending in 6421 is:

\$4,650.87

This information is being provided at the request of the account holder for verification purposes. If you require any additional information, please contact our office directly.

Sincerely,

Monarque Germain
AVP Branch Manager
PNC Bank, N.A.

Docket No. A-2026-3061000

Always Create Goals - ACG LLC

Request for Information

1.) You failed to adequately answer all aspects of question #5 of the Verified Statement of Applicant. Please review Title 52 Pa Code §29.501-509 Driver Regulations to see what is required of motor carriers.

a. Your system for conducting criminal background checks; (Title 52 Pa Code §29.505 – Criminal History)

- i. How often will you conduct criminal background checks?
CRIMINAL BACKGROUND CHECKS SPECIFICALLY MEDICHECK, LEIE, AND SAMS.GOV WILL BE DONE ON A MONTHLY BASIS TO ENSURE COMPLIANCE TO FOLLOW MEDICARE AND MEDICAID GUIDELINES AS PER OUR CONTRACTUAL AGREEMENTS WITH THE BROKERS WE PLAN TO CONTRACT WITH.
PA STATE BACKGROUNDS WILL BE COMPLETED EVERY FIVE (5) YEARS TO BE IN COMPLIANCE WITH STATE OF PA REQUIREMENTS.

ii. What type of things in their criminal background check would disqualify them from employment?

FELONY CONVICTIONS (VIOLENT, SEXUAL, OF FRAUD-RELATED); CHILD/ELDER ABUSE OFFENSES, AND FALSIFYING INFORMATION.

iii. How will you maintain records (record retention) of the criminal background checks performed?

RECORDS WILL BE MAINTAINED IN LOCKED FILE CABINETS ON PREMESIS AS WELL AS AN ELECTRONICALLY KEPT FILE STORED IN A PASSWORD PROTECTED COMPUTER.

b. Please provide your driver training program.

.DRIVER TRAINING

Purpose:

Drivers hired by this company to operate a motor vehicle will have the basic skills and credentials necessary to perform this function as confirmed through the driver selection process.

Policy:

All drivers employed will complete the driver training prior to driving any company vehicle

Procedure:

New employees, contractor, and temporary hires will receive a copy of this program as part of their initial orientation. A formal orientation program is established to help assure all drivers are presented with this policy, understand their responsibilities, and are familiarized with their vehicles. Areas that must be addressed with the driver include:

- a. Defensive Driving
- b. Passenger Assistance Training
- c. Customer Service Training
- d. Sensitivity Training
- e. First Aid and CPR if mandated Understand, review, and be given a copy of the Standard Operating Manual.
- f. Understand and sign the Vehicle Assignment Agreement.
- g. Review individual Motor Vehicle Report (MVR).
- h. Understand accident reporting and emergency procedures.
- i. Transportation of blind or deaf persons with dog guides
- j. Driver cell use phone policy
- k. Review operation and controls of vehicle being assigned.
- l. Inspect vehicle using Vehicle Inspection Form.

The administrative Director or designee will ensure a copy of the completed orientation is maintained in the driver's employment file.

License Suspension:

Drivers must notify the Vehicle Safety Coordinator if their license is suspended or revoked.

c. You stated that drug and alcohol screenings will be performed via Labcorp but failed to identify anything beyond that.

i. How often? PRIOR TO HIRE, AFTER AN ACCIDENT, ALSO RANDOM DRUG TESTS IF DEEMED NECESSARY.

ii. Any consequences for a failed test? TERMINATION OF EMPLOYMENT; WE DO NOT PROVIDE AFTERCARE.

2.) Please expand on your periodic vehicle maintenance plan.

a. What regular maintenance will be performed on your vehicles? SEE BELOW

b. On what schedule will this maintenance be performed? SEE BELOW

Vehicle Inspection: The employee responsible for the vehicle will inspect the vehicle semi-annually using the Vehicle Inspection Report form provided in this packet and forward the report to the Vehicle Safety Coordinator.

More frequent inspections and reports may be required based on heavy use.

Vehicle Maintenance:

Vehicle maintenance can take the form of three distinct programs: preventive maintenance, demand maintenance, and crisis maintenance. While all three types have their role in ensuring passenger safety and vehicle longevity, the most cost-effective control is preventive maintenance. The groundwork for a good preventive maintenance program shall start with management. A review of manufacturers' specifications and recommendations for periodic preventive maintenance shall be coordinated by the Vehicle Safety Coordinator.

1. Preventive maintenance (PM) shall be performed on a mileage or time basis. Typical PM shall include oil/filter changes, lubrication, tightening belts and components, engine tune-ups, brake work, tire rotation, hose inspection/replacement, and radiator maintenance.

2. Demand maintenance shall be performed only when the need arises. Some vehicle parts are replaced only when they actually fail.

3. These include light bulbs window glass, gauges, wiring, air lines, etc. Other "demand maintenance" items involve vehicle components that are worn based on information from the vehicle condition report. These include tires, engines, transmissions, universal joints, bushings, batteries, etc. Since these situations are identified through periodic vehicle inspection, they can be

classified within the PM program. The Vehicle Safety Coordinator shall be responsible for demand maintenance. Records of all demand maintenance for each vehicle shall be maintained.

4. Crisis maintenance involves a vehicle breakdown while on the road. While situations of this type may happen regardless of the quality of the PM program, it is an expensive alternative to not having an effective preventive maintenance program at all. Crisis maintenance situations should be minimized through proper PM procedures. In the event of a crisis maintenance, the Vehicle Safety Coordinator shall be responsible for the immediate coordination of all repairs. Records of all crisis maintenance shall be maintained for each vehicle by the Vehicle Safety Coordinator.

5. Recordkeeping: This company's vehicle selection, inspection, and maintenance program is only as good as its recordkeeping procedures. The Vehicle Safety Coordinator shall maintain records of each vehicle including vehicle list, make, model, VIN, tire size, inspection, repair and maintenance dates to include all preventive maintenance, demand maintenance and crisis maintenance. Employees will forward all vehicle maintenance, records for maintenance performed each quarter to the Vehicle Safety Coordinator.

3.) Please provide your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa Code, Chapter 175).

PLEASE SEE ABOVE THAT WILL ENSURE COMPANY WILL COMPLY WITH 67 PA CODE CHAPTER 175.

4.) Please review the below criteria and submit a revised compliant Statement of Financial Position:

a. The information is to be exact and should not include estimates or approximations when accurate numbers are available. Property and vehicle valuations may be approximations, but bank accounts and loan balances should be exact amounts (rounded to the nearest dollar).

b. All relevant assets and debts are to be included (for example: vehicle loan balances/vehicle asset value, lease expenses, etc.).

c. The information provided is also to be strictly limited to assets and debts held by the applicant (Always Create Goals - ACG LLC), and not the individual

member(s). Any property and accounts listed must be registered or titled to the
Data Request Letter – 10 Day Letter

Rev. 2/19/21

corporation. Bank accounts must be in the name of Always Create Goals - ACG
LLC. Vehicles must be registered to Always Create Goals - ACG LLC. Property
must be titled to Always Create Goals - ACG LLC. If these items are not in the
name of Always Create Goals - ACG LLC, then they should not be included on
the balance sheet.

If you have not fully funded and equipped the business, now is the time to do so (before re
submitting your corrections). Applicants lacking suitable finances, resources, and equipment
will be denied authority.

d. In order to fully assist the Commission in determining your financial fitness,
please provide supporting documentation for the statement of financial position
(balance sheet). Acceptable means of support include current copies of bank
statements (account numbers may be redacted), and notarized/official statements
of account balances/ownership provided by bank officers (with current contact
information). Any and all claimed vehicles or land/buildings must also include
proof of ownership/registration vehicle titles, vehicle registrations, property titles,
purchase agreements, etc.

5.) You are encouraged to enlist professional financial assistance if you experience difficulty
in constructing your statement of financial position. Be advised that failing to provide an
acceptable financial statement is sufficient grounds for the denial of your application.