

The State Farm airport shuttle

by Paul Morin

What a nightmare. Policyholder Kelly Olson is taking her teenage daughters through rush hour traffic to the Minneapolis-St. Paul airport, where they'll catch a flight to Arizona to visit their grandmother. Going through the town of Prior Lake, still half an hour from the airport, Kelly's car breaks down—comes to a dead stop.

"I went crazy," she recalls. "It was going to be a long hard weekend if they didn't get on that plane. Not only on our end, but out in Arizona."

In desperation, after a futile tangle with AAA, she calls her State Farm agent, **Frank Brandt**.

"And he says, 'Let me see what I can do.'"

Frank is in North Mankato—too far away. So he calls 26-year Prior Lake Agent **Sam Dalal**.

The former Eagle Scout in Sam jumps to help. Only one small problem—his car. His tiny Volvo convertible. As Sam put it, "Not necessarily the vehicle of choice for conveying a family and their luggage to the airport."

He arrives on the scene in minutes. Sure enough, there's not enough room for Kelly, so there she is putting her teenage daughters into a car with a complete stranger. Unbelievable, she thinks. "But then I thought, 'Well, I know Frank, and he's not going to put his reputation on the line—I guess I just trust Frank so much.'"

Sam said he and the girls had a nice conversation on the way to the airport. He's originally from India; they talked about "Slumdog Millionaire."

He got them to the airport on time, and since then their mother has been telling the story to everyone she knows. "I say, 'You want to hear a good story?' And I tell them, and it makes their day."

Sam and Frank sure made hers. "It was amazing—they totally saved us. They just told me it was going to be taken care of, and it was."

Sam, an active EMT volunteer in his town, said, "Any State Farm agent would do this for anybody. This is just who we are. It's not special or out of the ordinary." 📱

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