

The Manager,
National Insurance Board,
Corner Oxford & Edward Street,
Port of Spain.

[Handwritten signature]
31.1.2024

December 12, 2023

Dear Sir/Madam,

I am penning this letter to show my appreciation and thankfulness to one of your Customer Service Representatives (CSR), Ms. Leah Walker who assisted me relative to the situation of my renewal of my disability grant monthly payment for the months of October 2022 to August 2023. I have been coming to the said office and meeting other personnel for help and information about the said renewal/payment but to no avail. I met Ms. Walker twice and her response was "I will do my best for you, and you will receive your payment that is due to you".

The second time she came to me and said, "I am going to speak to the manager right away and will give you a call as soon as I am finished this particular assignment".

To my surprise, Ms. Walker gave me a call and told me that I would be getting my payment by August 2023. She was the first person who called me and gave me such positive words. All others said they would give me a call but never did.

I felt so rewarded about the way she approached the situation. She is a kind, caring and professional human being and I would like the blessing of God to flow through her life, her family and the organisation she represents.

It is with great pleasure and gratitude I commend her for such excellent service. God bless.

Yours sincerely,

[Handwritten signature: Dave James]
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Dave James