

COMMENDATION



RHEA-MARIE WALKER

March 5, 2024

Today I visited the Barataria Branch of NIB. My experience was so positive that I had to write this note. I was early and there were seats outside to rest my aching knees. Then the security guard Ms Deborah Coggins was so helpful and courteous to all customers that it pleased my heart.

The excellent service did not stop there - Ms Rhea Marie-Walker was so patient, pleasant and gracious as she dealt with all my questions and offered ways to complete my claim without any show of irritation. My experience today was a 10

Suggestion: NIB to design a Satisfaction Survey so persons could give feedback on their experience at the center.

Respectfully
Claire Mitchell
NIS # 060502779



2024.3.6

THE MANAGER
NIS
BARATARIA BR
Good morning

NATIONAL INSURANCE BOARD
OF TRINIDAD AND TOBAGO
RECEIVED
06 MAR 2024
BARATARIA SERVICE CENTRE

CUSTOMER SERVICES REPRESENTATIVE
Ms RHEA-MARIE WALKER
OUTSTANDING WORKER

This is to acknowledge Ms WALKER, CUSTOMER SERVICE also her patients.

- ① checking the forms - she was patient & to details, making sure I did everything correct
- ② Kind - Great worker, going through all the details. She is a worker who knows how to handle customers who come to the counter without much information, but seeking assistance.

Well done Miss Walker & Thank you.

Yours Respectfully
781-1564

★★★★★