

From: Susan Josephine Walcott [REDACTED]

Sent: Thursday, 29 June 2023 10:46 pm

To: Customer Care <customercare@nibtt.net>; NIB San Fernando <nibsanfernando@nibtt.net>; Nichole Abraham <nabraham@nibtt.net>

Subject: Excellent Customer Service

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Good Day,

My name is Josephine Susan Walcott,

My nephew, his care-giver and his father, went to your San Fernando Office yesterday, I accompanied them, where they were attended to by Mrs. Sharon Theodore-McIntosh.

It would be remiss of me not to mention the excellent Customer service they received from her, she went above and beyond to assist them, displaying exemplary conduct, patience and consideration. We need more people like her in the Public Sector.

Keep up the good work.

Kudos to her.

Kindest regards,

Stay safe.

WITH GOD ALL THINGS ARE POSSIBLE!!!!!!!!!!