

To: 沙田小瀝源源順圍 28 號都會廣場 5 樓 521 /522 室簡小姐

Date: 2 April 2019

Appreciation Letter for Ms. Cheung (陪月一站 陪月顧問 張 xx)

On behalf of our family, I am writing to express the utmost appreciation and gratitude to Ms. Cheung (陪月顧問 張 xx) for her kind assistance with matching a most exceptional confinement lady for my wife's confinement and recovery period.

Ms. Cheung is professional and compassionate. She quickly understood the urgent situation we faced when the original confinement lady we had decided to breach the arrangement less than a month from my wife's due date. Her prompt action in identifying a right match for our situation was deeply appreciated.

Ms. Cheung is caring and an excellent listener. From the first call, she was able to quickly put my wife at ease. Not only did she patiently spend hours on the phone with my wife, listening to her worries and concerns of not locating a match in time, in her reassuring tone and voice she helped my wife to restore her faith in the process.

Understanding my wife's special circumstances, she relentlessly searched for an experienced confinement lady, and eventually locating Ms. Ching xx (陪月 程 xx), whom brought us a most joyful experience during her time with us.

Even after the arrangements with Ms. Ching was made, Ms. Cheung went above and beyond her call of duty to check in with my wife periodically to check on her progress and ensure we are happy with the match.

Ms Cheung, through her actions and decisions, exemplified the definition of professionalism and empathy. She made an invaluable impact on our lives, and we are forever grateful for her assistance.

Sincerely,

X X X & X X X Huang