

[DPCORR-18]

Moordown,
Bournemouth,

The Manager
CALL CONNECTION
Saxon House
1 Crowwell Square
Ipswich, Suffolk
IP1 2WH

17th August, 2006.

Dear Sir or Madam,

Ref: CALIE SAMAIN.

Calie deserves a recommend and this is the only way that I know of giving her that recommendation.

Briefly, between the 3rd. and the 5th. of August I suffered some angst in attempting to reduce the cost of my car insurance via the many insurance companies. I was prepared for some of this angst, because gone are the days when there was a measure of trust, honesty and loyalty between any insurance company and their customer. I can remember those days quite clearly, but todays youngsters will never ever see those days return. Today it is dog eat dog - or - be eaten.

During lunch-time of the following day, I was doing some home-psychology on my mind, trying to muster up the strength, the courage, the mind-bent, the patience, the ability to cope with these lions, tigers, cheetahs, wart-hogs, and other snake-like insurance companies.

Then the telephone rang - this is an old-fashioned speaking instrument which has wires and plastic-covered cable - and my wife asked: "Do you want to speak to Call Connect - whoever they are?" I nearly said "No", because I was just dreading more aggro., so I am glad that reason took precedence.

All I can say is that Calie breezed into my house and stole my heart completely. To this day I do not understand how she knew about me, or where she found my telephone number, or how she knew that I would appreciate some assistance. I can honestly say that instead of an insurance-borne afternoon and evening of stress, tension, angst, what-have-you, I had the most pleasant and stress-free periods with Calie. Although I was not her 'customer' as such, Calie treated me far better than any insurance company. Calie was polite, cheerful, helpful, productive, eager, querying, did not give up, would not accept defeat, and I cannot thank her enough. Several times I put to

Calie: "...but I don't understand - why are you doing all this for me?" She would leave me numbers to ring, or ring them herself, but she would only leave me for a few minutes, when she would be back on to me again, with more encouragement and drive.

Calie won't know this, but on a couple of occasions she brought tears to my eyes due to her consideration. Thanks to Calies persistence I finally found a company that saved me a lot of money.

So Calie: thank you so very much indeed. I cannot tell you just how much you improved my life in that short period that we were together. If I were in business I think I would poach you!!

Thanks again,

Very much,

Yours sincerely,

Patrick Kersey.