

3/21/13

Nancy M. Richman, AuD.  
South City Hearing & Audiology  
6651 Chippewa, Ste. 217  
St. Louis, Mo. 63109

Dear Nancy,

It's so great to hear so well again. I'd stopped going places like the book club when I didn't understand a lot that was being said - and was embarrassed to keep asking. You worked with me to find the best instrument for my needs and I just want to say how much I appreciate how well it is working. You were always quite professional in your approach, but you added a warmth and caring about me as a person. Being a person in my 80s, I sort of felt there wouldn't be a great concern and I was wrong. The payment plan you helped me work out was excellent. I had looked other places and this was the very best alternative - Just want you to know how glad I am to have chosen you to help with my hearing -

Sincerely,  
Phyllis F.