



EG MEDICAL AND TECHNICAL SERVICES CC



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Institution: Ear Institute Kokstad
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Attention: **TO WHOM CONCERNED**

Subject: Experience with the Ear Institute in Kokstad

I have recently visited the Ear Institution in Kokstad to discuss an upgrade on my hearing aids with Lesley Thyssen. Her assistance in explaining all the latest technology to me was performed in the most professional manner. She explained everything that I needed to know in such fine detail. She offered me a loan pair of hearing aids to try, and via this effort, I realized that the new technology built into these units are incredible. I decided there and then that I wanted a new set as per the units that Lesley allowed me to use for more than a week. She informed me about the rechargeable sets available and all the information she supplied me with was of impeccable value. All this added to the fact that she supplied me with a product that made such an incredible difference in my hearing ability. She spent so much time to assist me with all the finer details on the use, insertion, cleaning etc of the new units. She fine - tuned the new units to the exact frequencies required to enable my hearing to be more efficient than ever before.

I can only commend Lesley to be exceptionally professional and her knowledge of the products is just so incredible. I am so grateful that through her professionalism my total hearing ability and my whole life as such have changed due to the fact that I can now hear properly. I am grateful to Lesley and the Ear Institute for the professional service and products supplied to me. It was a life changing experience for me and I will most certainly recommend Lesley and the Ear Institute to all my friends and family in need of these wonderful products.

Yours sincerely

Andre' Naude' (CC Member EG Medical)