

James Lee Sze Min

James Lee Sze Min first developed middle ear infection at the age of 5 (2000) when he was in kindergarten. His middle ear infection continued to re-occur and over a period of time that had affected his hearing. In 2002, he was recommended by his ENT specialist to wear hearing aids and he had his first pair of hearing aids fitted.

During the school holiday in December 2006, James suggested to us that he would like to own a pair of ITC (In The Canal) hearing aids. We could understand him as he was growing up and would be admitted into Secondary I in 2007. For personal reason, we also felt that the ITC sets will benefit him as it minimizes curious queries from his classmates and friends.

On 29 Dec 2006 while we were at Bras Basah Road, we saw your company, Hearing Solutions and decided to walk in to enquire about the ITC aids. We were impressed by the courtesy displayed by your reception staff who kindly referred us to a Mr Lawrence. He patiently explained to us the pros and cons of ITC and BTE. We found the information provided very informative and felt comfortable enough to go ahead to obtain an ITC hearing aids for James. However, James soon found the ITC aids were not suitable for his use in the classroom environment and had difficulty getting use to wearing the ITC aids. Eventually he opted back to using his BTE set. As the ICT had been purchased, we found that it would be such a waste if not utilized. Hence, we approached the staff at Hearing Solutions for advice. We found that the staff were not only helpful but were also understanding to his problem. And not only did Hearing Solution help us find a solution to help him revert to a BT set, but have also helped him select and help him get used to the new sets. We are very touch by the service that your staff provides.

We cannot forget the patient and time your staff had given us when James needed help. Stephen, your audiologist, not only had given James his expertise, he also helped him psychologically to feel good and alright to wear his hearing aids. James, who was previously reluctant to wearing both sides of the hearing aids although he needed to, had decided to wear both sides now too. I remembered on one occasion, he told me after meeting Stephen, that he would give it a try to wear both his hearing aids. He mentioned that since Stephen was convincing and so patient with him, he would give it try. Up to date, James is wearing both sides of the aid.

We are glad to have patronized your company because you have put in so much effort to ensure James has the suitable hearing aids and support. We have no hesitation to recommend your company to anyone.