



## **Mimi Tan, United States August 2007**

My father recently obtained a Phonak hearing aid from the Hearing Solutions Group in Singapore. We came to the company under a unique circumstance. We did not have a prior appointment as we only had one extra day in Singapore before leaving for Indonesia where my father lives. I had flown from the United States to Singapore to accompany my father for a cardiologic checkup. The visit to the Hearing Solutions was not planned but it turned out to be one of the best experiences for my father who has had some natural hearing impairment due to his advanced age. He had tried to fit hearing aids at other places, but he never had good results and was not looking forward to another ordeal. However, the results after the visit to the Hearing Solutions were beyond his expectations. He walked in the store with impaired hearing that he has endured for years and walked out with significantly improved hearing with a comfortable fitting.

We credit the excellent results to the professional team at the Hearing Solutions. Without the cooperation, the professional service and the in-depth expertise of the team, it would be nearly impossible to achieve such great results in one visit for a process which usually takes about 3-4 sessions. In my father's case, the whole process from hearing diagnose, choice of hearing instrument, fitting of the instrument and fine tuning was accomplished with one visit. It takes special endeavor to pull all things together under an extraordinary circumstance, and the team at the Hearing Solutions had just did that.

The Hearing Solutions is strategically located in a well established business area, next to the Carlton hotel in the Bras Basah Road. The time we walked in the office, we were greeted with friendly front office personnel with warm smiles. They answered all the general questions we had and made sure our short wait was as comfortable as possible. We would like to extend our special thank to Mr. Steffen Rose, the Head Audiologist whose demonstrated outstanding expertise, especially in the fitting and fine tuning of the hearing instrument. Mr. Rose has superb knowledge both the product and the implementation of each of the steps for the hearing aid. A professional and knowledgeable audiologist will make a significant difference in achieving the comfortable fitting that is easy to adapt. My father's hearing aid fits so well that at times he does not even realize he has the hearing aid on. The adaptation of the new instrument has been easy to him. We also express our gratitude to Mr. Lawrence Tan, the Operations Manager who professionally assisted us in making our final decision with confidence. Mr. Tan also arranged to link us with the Hearing Solutions office in Indonesia (a.k.a. Alat Bantu Dengar) for future care and maintenance issues. The team at the Hearing Solutions both in Singapore and in Indonesia

has been very responsive with any follow-up question we have. My father has become accustomed to the hearing aid in a short time period. Most importantly, we know we can count on the team at the Hearing Solutions for their professional service.