

In 2008, after years of increasing hearing loss, I travelled to Singapore to consult our ENT. He recommended hearing aids and a visit to The Hearing Solution. There, we spoke first with Mr. Steffen Rose, who had reams of good advice and suggestions. By chance, Mr. Lawrence Tan was on duty the day I actually picked up my new hearing aids. He fitted that first pair with such insightful competence (as well as wit and humor) that when I needed another, stronger, set I travelled back to Singapore and The Hearing Solution without hesitation. An example of their support: my Phonak aids broke on a recent trip to the USA. Lawrence quickly liaised via email so the US-based Phonak office had correct settings and repair information in record time.

The location of The Hearing Solution is terrifically convenient, near shopping, MRT, hotels, dining, hospitals - it's easy to stop in even if one is racing through Singapore for just a day. The GST tax refund for those not resident in Singapore makes costs even more competitive. But the main reason I return: Mr. Lawrence Tan's patient, careful tuning and fitting, and good advice - plus the warm welcome from all the staff at the Hearing Solution.

With thanks and best wishes, David Potter