

To whom it may concern,
I would like to express my gratitude to Mr. Benson Eng.

My 10yrs old hearing aid has died on me and I was desperately looking for a new replacement. I have visited a few hearing centres. Neither any of the hearing aids fits me nor any one can truly understand my needs until I saw testimonial commenting Benson for being patient with clients. He is the one I am looking for. Without much hesitation, I decided to drop by The Hearing Solution Group centre and requested to see him. Surprisingly, they made a call to Benson and he could see me in a few hours time.

My past experience with other hearing centres was a prevailing bad ordeal. No one can adjust my hearing aid to suit my needs despite my explanation on the problems I encountered with hearing aid. In the end, I was just being told I have profound hearing loss and nothing would improve at all. Imagine how I felt at that time. Nothing came out good for me and I left the centres with frustration.

It takes 2 hands to clap. Speak of Benson, he has analyzed carefully, together we tried and thing has improved for me. Yeah, I have found a new hearing aid through him - his professionalism and passionate. It is ABSOLUTE he is patient and does pay attention to my needs. He makes me feel comfortable and I am able to confide in him of my problems with hearing. It is like a new world has opened up for me, breaking away from isolation. To add on, he does make an effort to call or sms me to hear how I have been doing with my new hearing aid and he would fine tuning to my new hearing aid if I need to willingly. Where would you be able to find such person who truly cares about clients' hearing problems. That's him!

No words can describe how much I am very grateful and appreciative of the attention and care that Benson has given me.

Benson, thank you very much and I would look up to you in my next visit, as if I am visiting my old friend. Once again, thank you so much.

Thanks and best regards,
Jocelyn Ng