

June 14, 2011

Atlantis Eyecare  
5991 E. Spring St.  
Long Beach, CA 90808-3752

To whom it may concern:

I came in for a scheduled eye-exam on June 18, 2011, for a 2:40 appointment. While I was checking in, I was told that my exam had been cancelled and that I was not on the schedule to be seen on that day. However, the receptionist at the front-desk was kind enough to accomodate me and contact the optometrist right away to notify her that there was an add-on patient (me).

The staff worked very quickly to accomodate me and were very efficient. Dr. Tran was extremely patient with the contact-lens fitting portion of the exam and answered all of my questions. Jennifer was very good in explaining the insurance coverage portion of my exam and what was covered and what needed to be paid out-of-pocket.

I appreciate the good service, especially on a Saturday afternoon. I didn't feel like I was being rushed and I felt confident that everything was taken care of properly.

Thank you so much for your professionalism and courtesy; it was very much appreciated.

Sincerely,

A handwritten signature in black ink that reads "Lillian Bailey". The signature is written in a cursive, flowing style with a large initial "L".

Lillian Bailey