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To whom it may concern

I would very much like to take this opportunity to personally thank Hans for being much more than a 'middle man' to me and the assistance I needed with my insurance policy. He has been so dedicated in helping me with all of my medical concerns and continues to support me whenever it is needed. I appreciate the fact that he follows up immediately when I am needing advice and help.

It has taken me awhile to write this as I wish to thank him from my heart, this might not sound so professional but I cannot thank him enough. He personally came to see me when I was getting so confused regarding my claims, he came so prepared with all the information at the tip of his hands.

One of the main areas which always concern me is waiting for the approval letters before my immunotherapy. As you can imagine, I am always emotionally preparing myself for this treatment. One specific time I need to mention is when the approval letter had not come through in time for my Pet scan, I had been prepped but the approval letter had not come through, Hans immediately got to work on this and by the time the scan was done, the approval letter came though, this was all thanks to him.

I seriously am so lucky that Hans has come into my life, he has made all my medical and sometimes emotional times bearable, thank you so much Hans.

Much gratitude,



Sarah Jane Tan  
Kuala Lumpur, April 25 2022

