

January 2, 2014

To whom it may concern:

I came to the Colorado West Otolaryngologists office in the fall of 2013 because I was frustrated with my hearing loss and the inability of the audiologist I was seeing to help me. The Colorado West office was recommended to me by a member from my church who was pleased with how Joe McDermott had helped her.

I was assigned to Daniel Roberts in the office. With the many appointments I have had with Mr. Roberts, he has always been very patient and willing to answer the questions that I had. He is also very adept at using the computer to program my hearing aids which have helped me to hear better.

I have Resound hearing aids and he introduced me to the Resound Unite TV Streamer and the Resound Unite Mini-Microphone. I was allowed to use this equipment on a trial basis. The other audiologist that I had gone to for several years had sold me the Resound hearing aids but she never mentioned these Resound accessories. The streamer and the mini-mike have greatly enabled me to hear the TV better and have significantly improved my hearing in a group. I do not feel so frustrated any more—thanks to Daniel Roberts. Also, Daniel sent the results of my hearing loss to the Caption Call people and now I have a free caption phone which has made talking on the phone so much easier.

I am very satisfied with the help and encouragement that I have received from Mr. Roberts and believe that he is destined to have a great career in audiology not only because of his expertise in using the technology but also in the way he handles his patients.

Sincerely,

A handwritten signature in cursive script that reads "Genevieve Hoesel".

Genevieve Hoesel