

Much appreciation 非常感謝～

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主旨 :Much appreciation 非常感謝～

收件者 :post@boca.gov.tw, tecola@mofa.gov.tw

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Dear 朱處長 & 陳 OO 組長，

My name is Katherine OOO, and I have been trying to obtain a special visa for my husband to go back to Taiwan with me. I went to your office today to get everything processed today.

I just wanted to take the time to let you know how much I appreciate your assistance and kindness towards my case. I know it is not your "normal" case and my situation truly requires special attention, so thank you for extending your help towards me and my family.

Also, I want to point out that the two ladies that directly helped me with my case were 潘小姐 and 郭小姐. They have been so patient with me and I can feel that they truly care about my situation and they really tried their best to assist me. Especially 郭小姐, she is such a responsible and committed member on your team. I have been in contact with her for the past 2 weeks and sometimes she even calls me late at night to follow up with my case. Compared to other Consulate Service Centers, your LA office has the best customer service!

在這非常時期，我們不定不安的情況快一個月了，先在終於因著你們的協助，我和先生可以回去台灣照顧媽媽。再次謝謝你們細心的幫助！辛苦了！

God bless you and your families!

Sincerely,
Katherine OOO