



主旨：民眾來函感謝駐紐約辦事處之協助(pdf 檔)(2021-04-07)

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Dear Minister,

I'm writing to tell you about my extremely positive experience with the Taipei Economic and Cultural Office in New York. The TECO-NY representatives were not only very friendly and responsive, but also extremely efficient. As an American expat, I had corresponded with numerous countries' foreign missions in the United States. Taiwan stood out to me in particular in terms of how personal and attentive the staff were.

For context, I had time-sensitive matters and needed to travel to Taiwan. Upon seeing my missed calls to TECO-NY, 司小姐 promptly called me back on my cellphone and provided me detailed instructions for the visa application. She then further guided me along the way through follow-up calls and emails to make sure I gathered all the materials I needed to submit the visa application. Though I've never met her in-person, her phone calls were enough to leave a lasting impression through her attentiveness and her friendliness, especially since I'm just one of many people TECO-NY has to help.

In addition, upon learning about my situation, 黄组长 promptly approved my petition for rush handling and speedily processed my visa. They also quickly followed up with me asking for additional information. Knowing that I was in a rush, they not only called me numerous times the day of my application, but also left me voicemails and sent me follow-up emails to make sure I receive the message. It showed that they really cared. As a result of their attentiveness and efficiency, I was able to travel to Taiwan.