



The Doggy Dorm

Tyler Verlander (Owner/Trainer)

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Dear Craig,

Three years ago I endured that fun life event of turning twenty-six and being pushed out of the nest of my parents' health insurance. Of course I procrastinated, but you were there to catch me, and give a safe landing of support and knowledgeable experience. On the last day of enrollment, you answered your phone at 12:00pm on a Sunday. I was shocked. I believe I called you back seven more times with questions about filling out the confusing marketplace online. You were patient, and kind during a frustrating period. After it was all said and done, you had me on the best plan for my needs. You have since always made sure that everything was going smoothly; and that one time my card expired that I had the automatic draws on... you called me to remind me the payment did not go through in time for me to edit the payment information for the new account and my service never got suspended.

Now, a bitter sweet life event has occurred, I married a cop, with fabulous state health benefits, and I am no longer able to have you as my health insurance agent. Thank you for all your support, and help over the past years. Your customer service should be mirrored in all industries as you have a hold on how to keep your customers happy and satisfied. I will without hesitation continue to refer you with the highest regards to my friends and family.

Most Sincerely,

Mrs. Tyler Peabody