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To whom it may concern,

Towards the end of last year, as open enrollment season approached I found myself listening to my mother complaining about her lack of options when it came to health insurance for herself and my younger brother. Living in Florida, her insurance was increasing costs despite her very infrequent use of benefits. The one time she recalls trying to use it, she was frustrated by the lack of UrgentCare's and doctor's offices who would accept it. She struggled for nearly a week and was in tears while trying to find my high school-aged brother an orthopedist to see for a broken leg. She was paying \$1000/month and it seemed that no doctor would take it.

Enter Lisa Ann Landry, USHealth Advisor Senior Agent. Lisa provided my mother with three options from two different companies. My mother was extremely pleased with the options and with Lisa's availability and explanations.

"We laughed a lot on the phone while she walked me through the websites. She gave me options without making me feel overwhelmed or pressured. She was also available to text which was very convenient for me."

My mother and brother are now saving \$300/month for more coverage. They used the policy for the first time recently while getting my brother a Covid test required by his school between semesters.

Lisa Ann Landry is more than just another health insurance agent. With a background in international training, she doesn't just sell a product; she empowers individuals on their healthcare policy needs and shows her clients how to effectively utilize their policies.

In the ever-changing world of health insurance, it is often overwhelming and frequently frustrating when choosing and then using a health insurance policy. Lisa Ann Landry is a wonderful advocate who makes herself available every step of the way.

With my sincerest gratitude,

Gillian J. Crane, D.C.