

98 Pebble Beach Bvd  
MEADOW SPRINGS WA 6210  
9 October 2014

Dear Mr Nicholson

RE: LORNA LAYCOCK  
INVOICE NO.00004602

I am writing to bring to your attention two of your employees who are doing an exemplary job. Their names are Darlene and Tino and they work in Perth. I was fortunate to meet these people on a terrible day and I feel blessed that they happened into my life.

A blood test had been arranged on my behalf between PathWest at Charles Gairdner Hospital and Lions Eye Institute. The blood was to be sent to a University in Oregon in an attempt to identify a rare disease that is attacking the retina in both my eyes and is progressively leading to me going blind. As you can imagine, for me, there is a lot at stake and I was very anxious.

For whatever reason there was miscommunication between PathWest and Lions Eye Institute, the professionals just did not act in a professional manner.

Fortunately for me, Tino was far more intelligent and caring than the professionals and he picked up that the pathology had not 'spun my blood' and therefore the sample would not be acceptable by the laboratory in America.

Absolutely unbelievable that the courier, not to be at all derogatory, was the person on Quality Assurance! And just as well Tino was my Courier in Shining Armour!

I became distressed in the knowledge that the professionals had not done what they should have and that there was the prospect that I would be forking out \$3000-00, an amount not claimable on private health or Medicare, and it could be a complete waste.


Darlene and Tino were the ones to reassure me. They took the samples back to the pathologist and had them processed as required. Darlene even took my mobile phone number and was kind enough to call me to advise that this had been done and that everything would be okay. Even as I type this my eyes well up recalling her kindness and how much that phone call meant to me.

Lions Eye Institute had told me the freight cost would AUD\$1500-00. I was so very pleasantly surprised to receive your invoice for AUD\$320-00. I have no choice but to try anything I can in an effort to save my sight but am just an ordinary person and do not have deep pockets. So the \$1200-00 in my mind is a huge saving, particularly as the future and my earning capacity is now so uncertain. It will still be a couple of weeks before the results are available and even then there may be no effective treatment.

I hope I have not waffled on too much. I also hope I have impressed upon you how exceptional Darlene and Tino are and what assets they are to your organisation.

Please express to them both my deepest and sincere gratitude. May God bless them both.

Kind Regards

A handwritten signature in black ink, appearing to read 'Lorna Laycock'. The signature is written in a cursive, flowing style with a large initial 'L' and a long, sweeping tail.

Lorna Laycock