

**Dear Mr Maliehe,**

I write this letter as a way of **expressing my gratitude** as I navigate through the storm that hit me and left me helpless and broken.

I am a grateful and fulfilled policyholder of Liberty Life Lesotho. Last year on October 28th, I lost my only daughter to sudden illness and ran my claim with you. I have never been so humbled by the staffers who were helping me with the claim process. On that day when nothing made sense around me, I walked through Liberty Life's office and there were two ladies seated at the front desk, their smiles were enough assurance that I had made the right choice of policy, and I felt welcome.

They listened to me whine about my loss, with uncontrollable sobs, but they were so ready to comfort me as if they were some psychologists, on a further desk was some gentleman who was equally swift and comforting, unfortunately due to confusion I didn't get to ask their names, but their service was out of this world.

I have never felt so respected and valued. Their service made my weight lighter. Within 72 hours of the claim the money was reflected in my account, and I must really say I was impressed and humbled.

I am only writing this now because I have started picking up the pieces of my life and am looking back at those who helped me through this trying time when there was no hope in sight. Getting your address was also a bit of a hurdle.

I just want you to pass this message to your staffers, thank them on my behalf, and may they continue to be the servants that they are.

**Their patience with me was helpful in my healing process.**

Kind Regards

**\*Mapule**

(\*not her real name)