

Delores B [REDACTED]  
[REDACTED]  
Gary, IN 46409

December 12, 2019

Mr. Fred Ulayyet  
7998 Broadway  
Gary, IN 46410

Dear Mr. Fred Ulayyet:

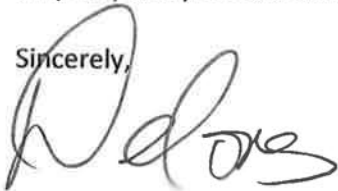
I am writing today in appreciation of the stellar services of Woodrow Wilcox. In 2017, during an out-of-town visit with my children in Dallas, TX, my husband, David Blakely, unexpectedly fell ill. After observing his visible discomfort, we were forced to take him to the emergency room at Baylor Heart Hospital in Plano, TX with complaints of heart palpitations, chest discomfort and loss of appetite. The treatment and care services were exceptional, but the after-care billing process has been nothing short of a nightmare. This emergency-room visit should have been fully covered through my Medicare benefits. Instead, I was billed directly, resulting in thousands of dollars in debt. What ensued was nearly two years of harassment from credit collectors, causing irreparable damage to both my credit and mental/emotional well-being.

As a senior citizen, caring for my ailing husband on a fixed income, I was under tremendous stress, anxiety and financial burden to rectify this error. That is, until I encountered Mr. Woodrow Wilcox. Mr. Wilcox not only patiently and compassionately addressed my concern, but he worked tirelessly for months to track down the source of the error and take on both the Medicare system, head on! Method after method, Mr. Wilcox relentlessly put pressure on both organizations to follow the correct protocol. In his persistent pursuit, ultimately, he solicited the assistance of Congressman Pete Visclosky, who agreed that Medicare was not doing enough to help. Mr. Wilcox kept a paper trail of every instance and correspondence, resulting in an official Complaint being filed to Congressman Pete Visclosky, mandating the hospital and Medicare to comply.

Two years of diligence resulted in this matter being favorably resolved. I was absolutely overwhelmed by Mr. Woodrow's genuine empathy and compassion. He was absolutely resolved that I would not be victimized and for that, I am truly grateful.

I would be remiss not to share my most heartfelt gratitude and recognition for the hard work, dedication and remarkable service of Mr. Woodrow Wilcox. My husband and I are eternally grateful to have been blessed by his empathy and professionalism.

Sincerely,



Delores B [REDACTED]