

# Thank you BFSO



'I am truly stunned and amazed at your investigative and persuasive talents.  
I am so happy with the result.'

'We would like to take this opportunity to thank you and the staff of your organisation  
for the assistance provided in achieving a resolution to this matter.  
You provide an invaluable service to the community!'

'I would like to personally convey my thanks to you for investigating my case and  
demanding a more satisfactory response from the bank. Due to your involvement,  
the bank swiftly notified me that a refund of \$2000 had appropriately been processed  
into my account. I am pleased that my dispute has been resolved finally and  
a huge burden has been lifted from my shoulders.'

'Thank you very much for your perseverance on the case...  
Your efforts to make a fair judgement are appreciated.'

'I wish to convey to you my sincere appreciation for your services,  
and thank you very, very much.'

'I now consider the case closed and would like to take this opportunity  
to thank the Ombudsman service in facilitating dispute resolution.  
I am sure without the intervention it would have remained a protracted affair.'

'I would like to convey my sincere thanks to you... for bringing this matter  
to a swift and satisfactory conclusion.'

'Thank you for reviewing and pursuing our case and also for keeping us informed.  
Our dealings with you... have been exceptional and it is greatly appreciated.'

'I wish to thank you for your efforts in rectifying my small problem  
and deeply appreciate the outcome.'

