

# “The perfect combination of empathy and experience”



Dear NexGen Hearing,

It is rare that we take the time to write a ‘thank you’ note upon receiving great service. However, my amazing experience with Andy and Jacqueline at NexGen Hearing in Chilliwack goes far beyond great service.

I would like to take this opportunity to share my story with you, and my gratitude for them.

In November of 2015, I was diagnosed with moderate hearing loss and extreme sound sensitivity in my left ear, due to a serious illness called Ramsay Hunt Syndrome. The hearing loss and sound sensitivity are some of the symptoms from this disease that have permanently changed my life.

In August of 2016, I was finally cleared to pursue a hearing aid and started my search, meeting with two different practitioners. I wasn't overly impressed with either practitioner, but the price fit my budget with the second practitioner and I was anxious to move forward, so I placed my order. A couple of weeks later, I went to the clinic to pick up my hearing aid and the practitioner conducted several (painful) hearing tests. He was unsuccessful in finding the right program levels to meet my sound sensitivity needs. After a brief discussion, he reminded me that my hearing loss was ‘very unique’, stating that I may not be a candidate for a hearing aid, and refunded my money. I felt defeated and angry with the way I was treated, and I put my search on hold.

A few weeks later in early November, I got sick again with an ear infection. Once healed, I went to my ENT for a follow-up visit and hearing test to see if there was any further damage to the ear. (Thankfully there was no further damage). After sharing my story and frustration about my previous hearing aid purchase and return, they recommended that I see Andy Rolleman at NexGen in Chilliwack. I was hesitant, but they assured me that I would have a good experience.

Feeling nervous about going through the process again, my sister kindly accompanied me as an ‘extra set of ears’ at my appointment. On November 28th we arrived at NexGen in Chilliwack and were welcomed by the lovely, smiling Jacqueline and a beautifully decorated office! The warm space reflected the essence of Jacqueline and Andy, and we soon realized that their zest for life and wonderful sense of humour complimented their knowledge and competence.

In that first meeting with Andy, I knew this was where I needed to be. He really listened to my story - offering the perfect combination of empathy and expertise. During the hearing test he was gentle and thorough, taking time to answer all of our questions, while educating us about my hearing loss and needs. I have met with Andy a few times now and I appreciate his positive attitude as he encourages me to be patient while my brain and body adjust to the hearing aid. In his guidance he considers the whole person and reminds me to keep realistic expectations.

Andy and Jacqueline are a great duo who have given me an amazing hearing aid experience and I am so grateful for their ongoing support. I drive from Aldergrove to Chilliwack with much excitement to see them both, as I know they truly care about me and my well being...and we always find something to laugh about during our visits!

I am truly blessed to have met Andy and Jacqueline and I would highly recommend them to anyone in need of a hearing aid. Thank you so much!

*Sincerely, Vicki Waterman*