



EXMOUTH  
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24th March 2017

To whom it may concern,

I am writing to you regarding the nomination for the Exmouth business awards 2017 for BSL Enabling. We work for Santander in Exmouth and we would like to write this testimonial as we feel the difference BSL Enabling has made to our community and our customers is dramatic. We do have vulnerable customers attending branch who need extra help and support. I remember the first time I met Sharon Brown, she had attended branch with a customer who was deaf. She helped at the counter to communicate with our customer using sign language. Without Sharon, we would have found it very difficult and a lot harder to communicate using other means.

On more recent occasions, we have one of our regular customers who attends branch weekly. Since Sharon has been working alongside our customer the difference in health and independence is phenomenal. Our customer seems happier, more cared for and is now banking using our chip and pin machine which she didn't feel confident doing before. Sharon has taught us basic sign language over the counter so we can now communicate basic words such as "PIN" and I can now communicate with our customer using visual aids which Sharon has created.

Sharon has also introduced us to our local sign language course which we plan to join this year. I cannot put into words the difference I see in branch and certain customers due to Sharon. This award would be an easy give without a doubt and in our opinion there's no-one else that deserves it more.

We wish BSL Enabling all the luck for the future!

Yours sincerely

Lyndsay Maher & Corinne Bryant

Customer Service Adviser & Customer Service Manager