Notes from Members (June 2023)

"Great customer service from everyone, especially Tanisha…"

"Amber was very polite, understanding and helpful. Amber answered all my questions and also explained to me the next steps that will occur."

"Both Susan and Marian deserve my thanks. They have always been gracious and patient with my countless e-mails and are both, without a doubt, a positive presence in an otherwise unforgiving NYC bureaucracy."

"It is my hope that NYCERS' management team recognizes the hard work and empathy that Susan and Marian have exhibited to me over the past several years. They are the paragon of professionalism and are truly appreciated."

"Tanisha was extremely helpful, efficient and kind. Tanisha was exceptional."

"Marian was professional, polite, and extremely patient with me. Marian was also very thorough in explaining everything to me and showed what true customer service is about."

"I want to thank Susan for everything she did for me. Thank you, Susan for your kindness!"

"...Many people complain when they deal with someone who isn't helpful, but I don't think enough people mention when they deal with someone such as Susan who was extremely helpful and quick in resolving my issue."

"Just a note and sweet treat to express our appreciation for all the assistance you provide us throughout the year..."

FDNY Family Assistance Unit (FAU) Staff

"Tanisha was very courteous, concerned and professional. Even afterwards when I had a letter to submit, Tanisha went out of her way to see that it reached its destination."

"Thank you, Susan! You've been a lot of help and NYCERS is very lucky to have you...You do your job with all your heart and professionalism."

"I met with Marian. She was very professional an efficient."

"The Medical Board staff was polite and professional. The doctors let me speak freely."

"Melissa was extremely efficient and knowledgeable."

"Service was amazing. Mirian was amazing and helpful."