

Notes from Members (December 2023)

“I just wanted to share that Mr. Floyd was attentive, professional, and patient with my questions. Thank you.”

“I wanted to say ‘Thank you, Susan!’ for the attention you have given my circumstances.”

“I can’t thank all of you enough for bringing me on my path forward applying for medical disability. I want to commend Brittney to you who has been an incredible help in mentoring me through the process.”

“Susan has been unfailingly cordial, helpful, and utterly dedicated to serving both NYCERS and the City employees who look to NYCERS for assistance and for benefits. She deserves every possible recognition for the loyal and compassionate service that she renders.”

“Laiquon was the best. He is a true professional...I am truly satisfied with the quality of service I've received from all the staff. Thank you!!!!”

“I received a phone call from Ms. Gabriel that everything was in and it is just about being scheduled. Once again, thank you.”

Notes from Members (June 2023)

“Great customer service from everyone, especially Tanisha...”

“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.”

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

“Tanisha was extremely helpful, efficient and kind. Tanisha was exceptional.”

“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.”

Notes from Members (December 2022)

“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!”

“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.”

“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

“...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.”

Notes from Members (September 2022)

**“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.
Marian was
amazing and
helpful.”**