

TO Congressman William Keating and Staff,

I am writing this letter to express my great appreciation for the assistance that you and your staff recently gave my family.

I had approached your Hyannis office with a problem regarding my mother's medicare RX insurance. Her name is Elizabeth Baker and her insurance was wrongly terminated.

We made many attempts to correct the problem. Each time we were met with, not only a dead end, but a complete lack of compassion.

This was completely opposite of the reception I received from everyone associated with your office. From the moment I contacted them through the final resolution, everyone went above and beyond what we had hoped for. We could feel that someone, other than close family, was genuinely concerned for her well being.

This was a critical issue for our family. My parents, like most retirees, are living on a tight budget. My mother, not wanting to be a burden, had begun to "stretch" her heart medicine so that it would last longer. I can not possibly express how desperate we were to fix this. No child wants to see their aging parents treated like this.

In an era of corruption and disingenuous politicians, it is refreshing to meet with what I could best describe as a real person.

We need more like you in office. I would like to help in any of your future endeavors. Please feel free to contact me.

Again, we sincerely thank you and your staff for their efforts on behalf of Elizabeth Baker.



Timothy Baker
41 Camp Street
West Yarmouth, MA
02673

(508) 648-9706
GOWC33@GMAIL.COM