

The violation & trauma I felt after our home was broken into was overwhelming. I can not even begin to describe how I felt when I discovered some very sentimental jewellery items gone. Just thinking about it makes me sad all over again.

But I try to live by the premise that there is a bright side to all life altering events. The bright side to this story is that I got to meet a really nice lady named Yvonne who

helped me through it all. She was so friendly, funny, kind and understanding. A real pleasure to deal with. She helped me switch my focus from what I lost to the anticipation of getting something new. That really helped me a lot. I will always remember the sentimental attachment I had to my old treasures..... and now I have an absolutely beautiful new treasure that I will someday pass on.

A special 'thank you' to Yvonne -  
the nicest person I ever met  
in customer service!

(She deserves a big fat raise.)

