

## TELLINGIT

## "I am writing this testimonial

in hopes that those who are looking for Medicare Supplement insurance can rest assured that United American is the best policy on the market.

We purchased a United American Medicare Supplement policy for my mother-in-law some 13 years ago. Anytime my mother-in-law visited doctors, had hospital stays, or any other medical needs, *United American paid promptly and without question*. It was *such a relief* knowing my mother-in-law was receiving the best care, from the best physicians and medical facilities. *This policy allowed us to choose her doctors, and we were not limited by HMO assigned physicians*.

Four years ago, at age 84, my dear mother-in-law passed away. She had been living in an assisted living facility for Seniors. I continue to volunteer at the facility where she resided. I have helped many of the residents in deciphering their unpaid Medicare supplement bills. These residents are sent threatening letters from medical providers for past due amounts, which their supplement insurance company has not paid.

I have called their insurance companies, been passed from one person to another, waited on the line for one hour, and still did not get a straight answer from anyone I spoke with. I am 40 years old and was so frustrated by the experience that I am sure my low blood pressure was boiling.

I can't imagine being 65+ and having to deal with this situation. The residents I help are stressed, in tears,  $\dots$  and don't understand why their policy is not providing what it said it would.

I have [recommended] United American to several of the residents. They cannot believe the difference. They are so appreciative **they call me their** Saint. I tell them I am not a Saint, but I know United American is.

Thank you United American for giving Seniors a policy that is hassle free and delivers 100 percent on its promises."

Very truly yours,

Mary Jane Healey California