

Dear Verizon,

I am writing to formally recognize and commend an exceptional Verizon customer service representative, Lovele who went truly above and beyond to assist my family with our transition to Verizon.

Prior to speaking with Lovele, our switch to Verizon had been extremely frustrating. We interacted with a store employee, a live agent, and used online chat twice—each time receiving different and conflicting information. The process became confusing and discouraging. Thankfully, we called Verizon at exactly the right time today and were connected with Lovele.

From the very beginning, Lovele took full ownership of the situation. She patiently walked us through every step of the transfer process, explaining everything clearly and thoroughly. She even conducted a screen-share assist to ensure nothing was missed. Lovele helped us verify our phone pay-off, switcher rebates, and trade-in credits, and she resolved an issue with our trade-in phones after we were previously told that mail-return boxes would be sent—boxes that never arrived.

We were on the phone for over an hour, yet Lovele never rushed the call. She remained pleasant, calm, and incredibly knowledgeable throughout, making sure every single question was answered before we ended the conversation. Her professionalism and genuine care turned what had been a very stressful experience into a smooth and successful one.

I have interacted with many customer service representatives over the years, and I can confidently say that Lovele is the absolute best. In fact, I unofficially crowned her "Ms. Verizon" during our call. If only all customer service representatives were like Lovele, customer support experiences everywhere would be exceptional.

Please recognize Lovele for her outstanding service, dedication, and excellence. She is a tremendous asset to Verizon and a true example of what exceptional customer care should be.

Sincerely,

Jennifer L.