



ARMY TESTIMONIALS

2014

Attachment I

"You are awesome at your job!! I would love to tell them how well it is working with employees such as yourself!"

Army Provider, Alexandria, VA

"I just want to thank you for being extremely helpful in providing me support in acquiring and maintaining the fee assistance for my children. I wish you all the best in the future."

Service Member

"You are so fabulous! Thank you for getting the Rodriguez family done so fast. Thank you!"

ACCYN Provider

"Once again, thank you for the excellent customer service....really appreciate it!"

Army Civilian, Springfield, VA

"Thank you again for all your hard work and handling so many details with families and providers in a professional and efficient manner. It is greatly appreciated!"

Child Care Provider, Alexandria, VA

"Thank you for everything you have done to help me and my family! You have been AWESOME!!!!!"

Army Spouse, Columbia, SC

"Thank you so much. I don't know how else to show you my appreciation but this is the best way I can do that: I LOVE YOU GUYS!!!!!"

Army Spouse, Fayetteville, NC

"Thank you for your prompt response to my inquiry. I appreciate the information that you provided. It was very helpful. We look forward to applying to the program in the near future."

Army Civilian

"Seriously. You. Are. The. Best. Our family has been going through a lot lately and your help has been invaluable."



Army Spouse, Duluth, MN

"This is awesome information! Do you have a link for customer care? Would love to be able to fill out comment card on all the help you provided me."

Army Civilian, Easton, MD

"First I want to apologize for not thanking you in writing previously. So often we hear or see the 'bad stuff' but rarely see the good reports and I have been remiss in sending this thank you. I must say that you "floored" me, for lack of a better word by telling me that you will not make the transition in September and that honestly is what prompted this thank you as I will sincerely miss you.

Your positive attitude, knowledge, helpfulness and always a quick turnaround was a breath of fresh air and quite frankly amazing!

I want to thank you for your support of Soldiers...People! You are a special person and I pray that God blesses you and gives you the desires of your heart. Thank you again and please forgive me for not doing this sooner.

I do not know who your supervisor is but if you send me his/her contact information, I will provide a copy of this email or feel free to share this.

Thank you again for all you have done for me and my family. I pray God's blessings on your future endeavors!"

LTC, Reserve Affairs, Chester, VA

"Erin you have provided such outstanding services. You are extremely thorough and I can tell that you are passionate about what you do. If there is anyone I can talk to in regards to the wonderful services I've received from you, please let me know, and I will give them a call immediately or send an email.

If you are ever in Concord, NC, please look me up. I would love to take you out to lunch to show my appreciation for all that you have done.

Thanks again for your help. It is always a pleasure."

Mother/POA of Deployed Army SM

"I just wanted to let you know what a pleasure it was to work with Nick Bach. I spoke with Nick last week, explained our situation, and he had everything fixed and payment deposited in the daycare's bank account this Tuesday. He was kind, helpful, and truly excellent.



If he is up for any type of promotion or bonus in the years to come, he is an excellent worker. It is so important to find someone that will do such a good job, and tenaciously follow-up to complete the work.”

Army Spouse, San Antonio, TX

“Thank you! Thank you! Thank you! As a wife of soldier I am so proud of my husband and never even blink an eye at any sacrifices we need to make so he can serve our country and it is these benefits that help me stay positive during the rough deployment times. “

Army Spouse

“I wanted to let you know that Tenia has been a WONDERFUL help to me and my family as we PCS'd to a new location. We were in search of childcare that was suitable for our children. Tenia ensured that the paperwork was done in a timely and professional manner. It is people like her that make a PCS move for military families less stressful. She is a wonderful person with a great personality! I wanted you to know!”

Army Spouse, Gainesville, VA

“Thank you for your help! We hope that you are able to transition once the contract changes over and stay with us. Your service is by far among the best! “

Army Civilian, Arlington, VA

“Thanks for all your hard work and diligence with my paperwork and forms. I really appreciate your patience and being spot on with the answers to all my questions.”

National Guard Technician, Bear, DE

“Thanks you are awesome!”

Active Duty Service Member, Henderson, TN

“Thank you so much for your follow through. I really appreciate the email. Again, I appreciate you taking on my plight!!!”

Army Spouse, San Antonio, TX

“This is great! I really can't thank you enough for all of your help with the recertification with our current provider. Is there a person or department that I can contact to let them about our experience? I want to make sure this does not go unnoticed! So many people are quick to complain, so I would like to make sure that you and your efforts are given the praise and recognition deserved. Once again, we thank you for your help and timeliness in this process.”

Army Spouse, Aberdeen, MD



"You guys are AWESOME! I'm truly thankful for the expeditious way you all handled my case. My children are in a great safe clean learning environment and I can breathe easy with the financial assistance you provide."

Army Spouse, Chester, VA

"It is extremely difficult to find childcare in the District of Columbia and surrounding areas (DMV) due to lack of space and long wait lists. After the birth of our daughter, we contacted NACCRAA and was put in touch with Ms. Thickening. From the very beginning she was extremely professional, capable and thorough. She knew of the area we lived in, traffic patterns and concerns and took all that into consideration when providing child care options for us. Every time we had a question or concern, she responded promptly and always had an answer. Ms. Thickening clearly explained the process to us and as a result, finding childcare and registering was very easy and simple. She took the complexity out of a very complex situation and constantly reassured us along the way. She even followed up to ensure we were satisfied with the process. The turnaround time between when we submitted the paperwork to receiving our certified packet was literally only a couple of days. I am always amazed at her efficiency and professionalism. The childcare where my daughter is currently enrolled also raves about the process. The childcare submits the attendance sheets and they promptly receive payment from NACCRAA. My husband and I have grown to trust and respect her and the team immensely."

Army Spouse, Alexandria, VA

"I want to thank you so much for your help and support! Your kindness and patience means more than you know! I hope other working military families get the same great customer care service as I received with you! God Bless you!"

Army Spouse, Deptford, NJ

"I would like to thank you for your great follow up and for assisting my family with such wonderful customer service. You and your organization have made childcare in the National Capitol Region much easier for us."

Army Spouse, Arlington, VA

"I wanted to take a minute to thank you again for all of your help and going the extra mile--once again--on our behalf. We are truly grateful for your attention to our questions and concerns, and for processing our paperwork in a very timely manner. Truly, thanks. "

Army Spouse

"Again, thank you so much for taking time to answer all my questions and doubts. People like you really do make a difference."

Army Spouse, Belcamp, MD

"I would like to say that Caitlin O'Neill is an excellent Parent Liaison Specialist. This summer she worked closely with me to help get my son enrolled in a daycare at very short notice. Caitlin was so understanding and sweet every time I called her to get an update. She went above and



beyond, calling different departments for me and making sure all the documentation was turned in on time. I don't think I would have made it through this experience without her. I hope every parent has a liaison like her!"

Army Spouse, Alexandria, VA