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1 message

Michael Laham <msslandel2017@gmail.com>

Sun, Nov 12, 2017 at 6:31 PM

To: raskayb@moc.gov.il, dovrut@moc.gov.il, sar@moc.gov.il

To Whom it May Concern:

We are writing this e-mail to bring to your attention the excellent postal service your manager, whose name is Matka, of the Lev Karmiel post office, is continually rendering to us.

The following is just one example of the excellent customer care he bestows upon us:

On November 5, 2017, Sunday, we went to the Lev Karmiel post office to retrieve our mail. But the post office was not yet open. Matka, the manager of the Lev Karmiel post office, was at the Lev Karmiel post office mailboxes. They were open and Matka was putting the day's mail in them. We were about to leave and return when the post office was open when Matka saw us and told us to wait.

Then, Matka handed us our mail instead of us having to retrieve it from our post office mailbox.

After that, Matka handed us two of my spouse's pension checks, which normally are not put in our post office mailbox until the 15th of the month.

Next, Matka opened the post office and give us our internationally shipped parcels along with their Israel Post delivery notices before they were even registered online as having arrived and ready for pick up.

Finally, Israel Post's policy is to issue no more than two Israel Post visa cards per customer. But Matka called the Israel Post for us and was able to get permission from their procedures department to issue my spouse a third Israel Post visa card.

Matka is always very polite and professional towards us, never rude or crude with us. We appreciate that he also greets us with "hello!" and "bye!" and "how are you?" like we are people. No other postal clerk has ever done that. We are very grateful to be patronizing the Lev Karmiel post office being that Matka is its manager. It is such a pleasure doing business with him. We hope that you will commend Matka for his work ethics.

I have included a copy of my web page called "UPDATES 11/13/17 Excellent Postal Service" on my website www.bullcrapbusters.com about Matka for the entire Internet world to read about.

From Elana Laham

Patron Lev Karmiel Post Office

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