

3-28-16

Dear Governor Haley,

I don't know who I should write to but the Greeneville county Veterans office has a wonderful employee named Linda Smith. When my husband was in the hospital I went to the VA to file a claim for him. It wasn't long before he passed away. I called Linda and told her it was over and thanked her. She said no now we file for you as his spouse. She was so professional and yet considerate + kind. I would never have gotten thru all that without her help.

In August I moved to Knoxville, TN. to be near my son. I needed to change my information. I tried to call the VA 800 number and could never get a person so I called Linda Smith and again she took care of me. She didn't have to she could have told me to go or call the VA here in Knoxville

but she didn't. She was so sweet, friendly and kind. The VA needed more people like her. She is a person the VA office can be proud of.

Sincerely,
Penny A. Hanning