

January 2019

To whom this may concern

We recently went through an extremely difficult and testing situation with the passing of my father. He resided in Bulgaria for many years; his children along with most of his family lived in the UK mainly in London. His passing was sudden and unexpected, with no clear arrangements left in place; which made things even more so difficult for us. To add we are also practising Muslims so as a part of our Islamic duties we like to bury as soon as practically possible with as little disturbance to the body.

We had no idea on how to go about repatriation process, and in such a state of grief and sorrow we had very little time to focus on what was required. We contacted a few different organisations who work in this area but we got very little reassurance from them. Through recommendation we were referred to the services of 'Extreme Care Repatriation'. From the outset of the initial conversation with them we felt they understood us, could meet our needs and were more than willing to go over and above to assist us during this process. Petar and his team clearly explained the process; he went so far as to breakdown all the requirements from us in an extremely caring and compassionate manner.

Once we took up their services, my brother and I travelled to Bulgaria. Petar went out of his way to collect us from the airport personally. Our first face to face meeting with him left an everlasting impression. He displayed empathy and compassion, he had a full handle on the repatriation with a planned schedule ahead; taking charge of the situation in order for us to complete the process as swiftly as possible. He explained each stage of the process to us as we went along, with regular updates each day which were emailed over to us and my family members back in the UK.

The communication between his company and us was incredible; we knew exactly what we needed to do at each step of the way. Throughout the time we spent with Petar we established a great rapport; he made the process personable getting to know us as individuals and took an interest in ourselves. He showed a lot of respect towards our beliefs, having a great understanding of our requirements.

The whole process was so smooth and hassle free thanks to him and his company. We did not encounter any issues and complications. They made the whole process seamless.

Even after we had arrived back in UK and completed the burial of our father; Petar and his team kept in contact with us to find out how everything's went and how we were doing. This to us meant so much and is a true sign of just how 'Extreme Care Repatriation' really does care.

On behalf of my family sincerely thank 'Extreme Care Repatriation' for all of their support. I highly recommend their services to anyone who finds themselves in this difficult and testing situation. You

would be hard pushed to find a company that offer such bespoke and personal service and are willing to go the extra mile required to facilitate the needs of their clients.

Thanks again 'Extreme Care Repartition'



Neil Nasser on behalf of the Nasser Family

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