

Natalia Tofas
ntofas@gmail.com
26 November 2023

This is a letter of reference for Ms. Pauline Borton, who played an invaluable role in assisting my husband and me during a challenging period of his end-of-life journey. Pauline's support was nothing short of exceptional. In the face of numerous administrative tasks associated with end-of-life affairs, she exhibited a rare combination of professionalism and compassion that eased the burden on our family and friends during a profoundly difficult time.

Her responsiveness was exemplary; Pauline was consistently available to address our needs promptly. Her commitment to her responsibilities was unwavering, and she demonstrated a remarkable ability to navigate the complexities associated with end-of-life affairs with grace and efficiency.

What truly set Pauline apart was her compassionate approach. Dealing with end-of-life matters is inherently sensitive, and Pauline handled every aspect with a level of empathy that went beyond the call of duty not withstanding the professionalism that it takes to engage such matters. Her caring demeanour provided us with a sense of comfort and assurance during a period of uncertainty.

I have no hesitation in recommending Pauline Borton and her company *Bridging The Gap* for any role that involves end-of-life affairs or related administrative responsibilities needing a professional support person to engage with matters relating to hospital, home, carer, family paradigms. Her dedication, professionalism, and genuine compassion make her an invaluable asset in such challenging situations.

If you require any further information or would like to discuss Pauline's qualifications in more detail, please feel free to contact me at ntofas@gmail.com.

Sincerely,

Natalia Tofas