

March 30, 2021

To Whom It May Concern:

It is our honor to recommend the services that Rose of the Heart Association in Sofia, Bulgaria so lovingly provides. We worked personally with Mariana, on both of our trips to Sofia and Sliven, Bulgaria. Mariana and her team worked tirelessly to ensure that it was a smooth process for us and took care of even the smallest details, which allowed us to solely focus on getting our little girl home. Our pick-up trip was delayed during the COVID-19 pandemic, when Bulgaria closed its borders to most countries, including travelers from the US. Mariana and her team, through sheer determination, paved a way for us to enter the country and mapped out a plan for us to finalize all of the paperwork and get our daughter safely home.

Mariana cares deeply for the children that are in the care of the state, and advocates beyond that of anyone I have ever known. You can see the love that she has for these children; not only in her actions and her tireless work ethic but also, in her eyes, when she's watching them bond with their new parents. She softly and lovingly would speak kind words in Bulgarian to our little one and even though we couldn't understand the words, we could tell that it was from the heart.

Rose of the Heart Association made a very difficult and time-consuming life event so much easier for us. They took the weight off our shoulders and lessened our stress tremendously. I can't imagine ever entrusting our international adoption experience to anyone other than Rose of the Heart. Our careers lie heavily on Customer Service and our ability to ensure that our customers are happy. Rose of the Heart taught us, how much further we can go to really make our customers' experiences much greater than we already do. I can't think of one 't' that went uncrossed or any 'i' that went undotted. Their services were totally flawless, from start to finish.

Traveling to a country, where you can't speak their language and only know of their culture through books, can be unsettling but Rose of the Heart quickly made all our concerns melt away. They met us at the airport, took us to exchange money and traveled with us. They were our interpreters and even went shopping and sight-seeing with us. They gave us choices and offered suggestions all along the way. They quickly became our friends and by the end of our trip, they felt as though they were part of our family.

We can only imagine the hours of work that they put forth on our behalf, behind the scenes. Any paperwork that needed to be completed in-country, they took care of for us. Ours was not an easy case. We had several setbacks and we had many unusual circumstances that popped up due to the COVID-19 pandemic. Rose of the Heart stepped up and went above and beyond to advocate for our daughter and for our family. Their kindness and willingness to help during those difficult times will never be forgotten.

In closing, we would strongly suggest that if the opportunity should arise for any agency to utilize the services of Rose of the Heart, it would be our whole-hearted recommendation, that they definitely be added as a provider of choice.

Sincerely,

Michael and Michelle Summerlin