

June 7, 2021

Gold Khourey and Turak
510 Tomlinson Avenue
Moundsville, WV 26041

To Whom It May Concern:

I have been intending to write this letter for quite awhile. I wanted to let you know at Gold Khourey and Turak what an excellent job Mr. Potts did for Barbara [REDACTED] and me during Barb's recent application for Social Security Disability. Our first meeting with Mr. Potts, some months ago, was very helpful. He went over the procedure with us, explaining the process and answering all our questions.

When we came together at your offices in Moundsville on May 5 of this year to go over the actual court procedure and what would we could expect to happen I was expecting a quick, proforma meeting, a half-hour or forty minutes at the longest consisting of a fairly superficial and "efficient" [read: short] meeting, filling us in on just the basics followed by a quick adjournment. That was definitely not what happened.

The meeting lasted two and a half hours and in that time, without ever slowing down or appearing to be tired or impatient, Mr. Potts took us through every aspect of what we could expect to happen during our "phone call hearing" on May 18. We went through the form of the hearing, the order in which the process would proceed, i.e., the "Administrative Part", then what Mr. Potts would say, then they would get to Barbara followed by the "Vocational Expert" part and so on. I'm not sure if things went exactly according to that sequence on the day of the phone call, but just knowing what to expect went a long way to relieving Barb's stress (which was considerable).

After this part (back now to the meeting on May 5th), Mr. Potts went through some of the questions that Barb could expect to hear. This took a long time because, as usual, he did not cut any corners. First the "soft ball" questions: Where do you live? Do you have a driver's license? Do you have any income? Then we went on to the more difficult questions which was very helpful because this gave Barb a chance to go over in her mind what she would need to remember on that day. Throughout the meeting, Mr Potts was constantly addressing questions of "process" (what does our application have in common with all the other applications for disability, as well as those features that made Barb's application different from all the other applications. This aspect of the meeting probably accounted for the majority of the two and a half hours, but, I would say, was the most important and helpful.

To make a long story short, when the meeting was over Barb and I were both exhausted, but exhausted in a good way. By the time we adjourned, I was very impressed (not to mention surprised) by how much time and care Mr. Potts devoted to our case. I have had experience with attorney's who were billing us directly who spent less time and thoroughness on the job they did for us.

And so that is why I felt it necessary to write this letter. In my experience, service like this is unusual in any profession so I just thought you ought to know how much Barb and I appreciate what Mr. Potts has done for us.

As I write this letter we still have not heard back from the Social Security Administration, not to mention that Barb thought that the procedure did not seem to go her way. But the eventual outcome has no bearing on my opinion of Mr. Potts handling of the case. Win or lose, I do not believe he could have done more to effect a favorable outcome.

Sincerely,

Charles [REDACTED]
Charles [REDACTED]