

From: CB - Newton Abbot, Devon - April 2009

In my search for honesty and integrity, I managed to fail twice with two people to whom I had entrusted Powers of Attorney, both based in Bulgaria, one whom was Bulgarian and the other English. I was cheated in many ways, there was:

- lack of communication
- wrong advice given
- failure to observe legal requirements which resulted in a fine, fraud etc etc - the list went on.

No matter how much research and how many hours I spent trying to control the situation, after a period of 18 months, I felt defeated and almost gave up hope. However the perpetual optimist within me, which believes in justice, kept me on track to find someone with integrity and high morals!!

Then one day, whilst browsing the [MyBG website](#), I noticed a guy called "PaulM", who had contributed to many discussions and given very useful advice. I decided that I had nothing to lose and to ask him a few questions ... he was quick to respond and appeared very helpful.

Because I had been stung in the past, I was very suspicious and put up many defensive barriers in the initial stages. At first I was reluctant to pay out to rectify all the damage that had been caused and the charges for new PoA - I felt frustrated that 'I was the one losing all the time', so I very nearly threw away an opportunity to fix things, based on cost alone.

Thankfully I didn't - If I had, I would hate to think of the mess that I would be in now! I have always been able to express myself with Paul and not worry about egos getting in the way.

I scrutinised everything thoroughly - not wanting to take any chances. Paul was in the process of producing a new Client Service Contract and invited me to "pull it apart" from the client's point of view. This I did - and was pleased when he adopted many of my suggestions.

I continue to be watchful and sceptical but in a rather more laid back way; as in all things, trust is built on experience.

Paul and his team achieved a smooth transition and have a most cost effective way of changing over a PoA. He has rectified issues such as:

- registration of my water and electricity supplies - never done
- paying a fine - allegedly already paid - for the late registration of my Company's
- ownership of my property with the local municipality
- obtaining a correct Company Stamp - the previous one was for an "OOD" company instead of "EOOD"

He has been consistently available within hours / a day to respond to any of my queries by 'phone or email, even while recovering from an operation. I now see Paul as more of a friend than a PoA. I am now a recovering "hard-done-by optimist" and my grey hairs seem to have reduced their former rapid growth... phew!!

Note: CB is willing to provide references