

Community Service & a Spirit of Engagement

117th Congress

Congressman Paul D. Tonko



Constituent Thank Yous

"I contacted Congressman Paul Tonko's office after 5 years of applying for Public Service Loan Forgiveness/Temporary Expanded Public Service Loan Forgiveness. I had completed several applications, responded to several requests for information and made several phone calls for assistance. Each application was denied...I had had enough. My contact with the office was met with an immediate response...and within days of a letter from the Congressman that he had been in contact with the Department of Education I received a letter saying my loans had been forgiven. Thank you Congressman Tonko and your staff for responding to my concerns quickly and for helping me cut through whatever red tape my applications were caught up in."

❖ **Rebecca, Amsterdam**

"Multiple times in past 10 years, when I had issues/delays at federal agencies, your office had helped me to resolve the issue. The resolution was within days. All the staff is very attentive, responsive and caring. Thanks for all your help."

❖ **Pratishtha, Watervliet**

"My partner and I found ourselves in a tight spot when we needed to travel abroad for work and realized at the last minute that our passports had expired. We paid to expedite the renewal and waited anxiously for a status update. My partner's arrived very quickly, but mine was held up in the queue. Less than a week out from our trip, a family member recommended we call our congressman's office and ask for constituent services. We decided to give it a try, not realizing just how incredibly helpful they would be. Within a day of reaching out, we had a tracking number for my passport, which arrived a few days later, just in time for our trip. We're so grateful for our congressman's help and that services like this exist."

❖ **Thomas, Slingerlands**

"I am writing to commend your staff in helping my wife expedite the renewal of her United States passport. They got back to [my wife] immediately, walked her through what paperwork she needed to have to get an expedited passport. They were calming, reassuring, and told her that they would do everything in their power to help her. I can't say enough good things about your staff and their commitment to constituent relations and working on getting good outcomes. It reflects on your constituents. I am indebted to your office staff for turning a personal crisis into a good outcome."

❖ **Peter, Delmar**

For help with a federal agency, call our Albany office at 518-4650700