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September 29, 2025

Human Resources Department

iPloy OPC

9th Fl., Ayala Center Cebu Tower, Bohol Ave.,

Cebu City, 6000

Dear Hiring Manager,

I hope this message finds you well. After thoughtful reflection, I've decided to step down from my role as customer service representative at iPloy OPC, effective immediately as of today, September 29, 2025.

This wasn't an easy decision. I'm deeply grateful for the experiences, lessons, and relationships that I've built here. From navigating complex billing cases to supporting patients with empathy and clarity, this role has helped me grow both professionally and personally.

However, recently, I was offered a new opportunity that aligns closely with my long-term goals and creative aspirations, and after careful consideration, I've chosen to accept this offer and begin a new chapter in my career. Please know this transition comes from a place of respect and appreciation—not dissatisfaction. I would also like to offer the sincerest gratitude to my team leader, Marlisa Sorila and my teammates who made my journey with iPloy worthwhile and productive.

I'll carry forward the values and insights I've gained here, and I'm proud of the work we've done together. Thank you for the opportunity to be part of this corporate family. I genuinely wish iPloy a continued success.

Sincerely,

A handwritten signature in black ink, appearing to read "Hazel Ann C. Pulgo". The signature is written in a cursive style with a large initial "H" and a prominent flourish at the end.

Hazel Ann C. Pulgo