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31 July 2025

Letter of Appreciation and Recommendation

RE: William Daniel Maistry

Support Team Manager

Email: savedbygrace.wdm@gmail.com

To Whom It May Concern

It is with great pride and genuine appreciation that I write this for William Daniel Maistry, who has served with distinction as part of the FNB App Academy initiative from May 6, 2025 to July 4, 2025.

During this period, William has demonstrated unwavering commitment, professionalism, and an outstanding ability to communicate and connect with a diverse student population. His contribution, alongside the Academy management team, directly impacted over 200,000 students nationwide, offering vital assistance, guidance, and mentorship on the use and benefits of the course.

William played an instrumental role in facilitating and enhancing user experiences for thousands of learners, many of whom were engaging with app-based tools for the first time. William consistently demonstrated strong problem-solving skills, empathy, and initiative, qualities that are highly valuable in both professional and service-driven environments.

As the Support Manager at IT Varsity overseeing this project, I observed firsthand the impact of his contributions, both on the operational success of the Academy and on the confidence and capabilities of the students served. The ability to explain complex concepts with clarity, patience, and cultural sensitivity made him a trusted and respected point of contact throughout the programme.

I wholeheartedly recommend William for any future academic, employment or leadership opportunities. He has proven to be a dependable, intelligent, and socially conscious individual, capable of excelling in high-pressure and high-impact environments.

We are deeply grateful for William's dedication and contribution to the success of the FNB App Academy.

Warm regards,

A handwritten signature in black ink, appearing to read 'Nolthando Mokoena', written in a cursive style.

Nolthando Mokoena

Head of Student Support

Email: nolthando@itvarsity.org