

Please address any replies to:

Paul Castle

Dept ref : CR-SRT

Our ref :

Telephone : 01793 406346

Date : 27 February 2015

Dear Mr

Complaint about your Level Protection Plan:

Thank you for your letter dated 16 February 2015. I fully acknowledge the points made and as per my letter dated 13 February 2015 we are mindful of the fact you have suffered as a result of this experience.

I should firstly reiterate we will fully comply with any and all legal correspondence. Having said that, we note you acknowledge further correspondence between ourselves is beneficial to resolve the matter. With that in mind, we would like to make a final offer in full and final settlement of this matter.

In recognition of the situation we would like to offer you an ex-gratia payment of £1,250 as a gesture of goodwill. If you would like to accept this offer in settlement please sign and return the enclosed acceptance form in the envelope provided.

Whilst we acknowledge the comments in your letter confirming your reluctance to pursue this route, we would remind you that the option remains to refer your concerns to the Financial Ombudsman Service (FOS) as detailed in our 13 February 2015 letter. Our continued hope is that we can reach a mutually acceptable resolution.

If I can be of any further assistance or if you'd like to discuss this in more detail, please call me on 01793 406346 - I'll be happy to help.

Yours sincerely

Service Resolution Team
Customer Resolutions

Enclosures: Acceptance form
Envelope