

Churchill Insured Client

Midhurst
West Sussex

5th January 2010

Dear Jock

Re Claim ref

Dockenfield, GU10 4HP

Please find enclosed my cheque for the insurance excess payment as discussed.

I cannot thank you enough for your tireless efforts in pursuing this case. Obviously I am thrilled with the outcome, and outraged by the fact that it takes so much action to reach a conclusion. Clearly as you have said many times they trade on the fact that most people will give up long before they cave in. It would seem they ought to know better, and especially it would seem when your name gets involved.

I have told many people the saga, and would have no hesitation in recommending your services to anyone in need. One question that was raised by someone – should their liability extend to consequential loss of metered water – I am still in debate with the water authority on that one!

Thanks again for your efforts - much appreciated.

Kind regards

Duncan Bell