

Alton  
Hants  
GU34 2JN  
20<sup>th</sup> May 2009

Dear Mr Trodden.

Please find enclosed my cheque for £ , being full settlement for the repair work needed on the water leak at my above address.

May I take this opportunity to thank you for all your help in dealing with my insurance company and getting the repair work scheduled in so quickly. I am pleased to report that a cheque arrived on 15<sup>th</sup> May in full settlement of the claim minus my excess. Amazing and all completed including repair in less than two weeks !

Regarding the engineer, would you please thank him again for me. He did an excellent job and after he had finished it was hard to see were he had been as he left everything so clean and tidy.

It is unusual in this day and age to find a company such as yours, who take customer service and satisfaction as a priority. I will take get pleasure in recommending you and your company should the need ever arise.

With many thanks once again

K.J. Norris (Mrs)

Encl