

John Smith  
Pennywise and Proud Solicitors  
1 The Street  
London  
NW1 8TQ

Put  
your  
**LOGO**  
here

AXIS Insurance  
1 Castle Street  
Edinburgh  
E1 1NN

19 March 2018

Dear Sir/Madam,

I am most unhappy with the performance of my policy. I was told by the salesman that he would eat his hat if it did not meet expectations. Yet he has singularly failed to dine on his headgear.

We are looking forward to hearing from you soon.

Yours sincerely,

John Smith