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



AXIS Insurance 1 Castle Street Edinburgh E1 1NN

19 March 2018

Dear Sir/Madam,

I phoned your call centre earlier today and I was appalled to discover that you have sent all of your telephones abroad.

I do not wish to support this practice and will therefore not be placing any more business with yourselves unless you reverse this policy.

We are looking forward to hearing from you soon.

Yours sincerely,

John Smith