{title} {lastName}

{addressLine1}

{addressLineTown}

{addressLineCounty}

{addressLineCountry}

{postcode}

Dear {title} {lastName},

Re: Your Complaint – {advisingFirm} {companyName}

Further to our recent conversations about the above matter and the information required to proceed with your complaint. Please find enclosed a Freepost envelope which can be used to send the documentation to us. Alternatively, you can scan and email the documentation to [help@carfinanceclaims.com](mailto:help@carfinanceclaims.com)

**Please note that the Freepost name services does not require any additional address information on the envelope for it to reach us safely.**

If you have any queries or if you would like to speak to someone about your complaint, please do not hesitate to call us on 0115 8221850 during office hours.

I look forward to hearing from you in due course.

Yours sincerely,

**A blue text on a white background

Description automatically generated with low confidence**

For and on behalf of  
Hallbrook Partners Ltd   
trading as Car Finance Claims