hsl\_salutation firstname lastname suffix

hsl\_contactaddress\_line1

hsl\_contactaddress\_line2

hsl\_contactaddress\_line3

hsl\_contactaddress\_town

hsl\_contactaddress\_county

hsl\_contactaddress\_postalcode

failuretime

Dear hsl\_salutation lastname suffix

**Complaint Reference: hsl\_complaintreferencenumber**

**Policy Reference: hsl\_name**

**Claim reference: hsl\_claimreferencenumber**

I write further to our letter of hsl\_dayacknowledgementsenton. We are sorry we have been unable to provide you with a final response and thank you for your continued patience.

We will contact you as soon as possible, and no later than eight weeks from the date we received your complaint, which brings us to failuretime.

In the meantime, if you have any further queries or concerns please let us know. You can write to us using the above postal address or alternatively you can contact us via email or telephone on the information below.

hsl\_departmentcontactdetails

Yours sincerely

hsl\_lettersignaturelines