hsl\_salutation firstname lastname suffix

hsl\_contactaddress\_line1

hsl\_contactaddress\_line2

hsl\_contactaddress\_line3

hsl\_contactaddress\_town

hsl\_contactaddress\_county

hsl\_contactaddress\_postalcode

hsl\_resolutionagreedon

Dear hsl\_salutation lastname suffix

**Complaint Reference: hsl\_complaintreferencenumber**

**Policy Reference: hsl\_policyno**

**Claim reference: hsl\_claimreferencenumber**

Thank you for getting in touch with us about the problems you have encountered. We have treated your concerns as a complaint and I am pleased that we have been able to resolve the issues for you. As well as ensuring that we resolve problems quickly, our complaints process also helps us to learn how we can improve our service further for our customers.

As discussed I have arranged for a cheque to follow separately.

If you do require any further information my team is available on 01789 202995, or via e-mail at centralised\_complaint\_mailbox@nfumutual.co.uk.

Yours sincerely

Sue Gillam

Customer Relationship Manager

Customer Service Operations