hsl\_salutation firstname lastname suffix

hsl\_contactaddress\_line1

hsl\_contactaddress\_line2

hsl\_contactaddress\_line3

hsl\_contactaddress\_town

hsl\_contactaddress\_county

hsl\_contactaddress\_postalcode

**{Date}**

Dear hsl\_salutation lastname suffix

**Complaint Reference: hsl\_complaintreferencenumber**

**Policy Reference: hsl\_policyno**

**Claim reference: hsl\_claimreferencenumber**

Further to your letter of **DD Month CCYY**, I understand you have accepted the settlement of your claim and no longer wish for us to consider your complaint. I have therefore withdrawn your complaint from our records.

Thank you for taking the time to provide us with your feedback.

Should you wish to discuss the matter further please do not hesitate to let me know.  You can write to me using the above postal address or alternatively you can contact me via email or telephone on the information below.

hsl\_departmentcontactdetails

Yours sincerely

hsl\_lettersignaturelines