

Keller Postman UK Limited  
81 Chancery Lane  
London  
WC2A 1DD

STRICTLY PRIVATE AND CONFIDENTIAL

Wolfgang Kuster  
12 Easby Lane  
Middlesbrough  
TS9 6JY



00013/330  
1064

Date: 28 August 2023

Dear Wolfgang Kuster,

**Your Mercedes Diesel Claim - Vehicle Registration Number: KU15TER**

**Missing Information Required for the Court Process**

**Act Now - Please complete our questionnaire to validate your Claim**

We have tried to contact you by email but have not heard back from you. Please act on this letter so that you do not miss out!

**Current position:** We have protected your claim by filing it with the Court but without some more specific information we cannot progress your case further.

**Note:** We have not been able to match your vehicle with DVLA records and we must confirm you as the owner if your claim is to proceed!

**Next steps:** We must submit your claim details to Court before the end of September 2023 and can only do this if we can verify your case details. All you need to do is complete a short questionnaire, there are a few ways you can do this:

- Scan the unique QR code below using your smartphone which will direct you to the questionnaire.
- Click on the link previously sent to your email address.
  - o Please make sure to check your spam/junk folder if you cannot find the email
- Call us on 020 3966 9632 and quote your reference number:  
68b420ab-8ffb-407d-9ed4-f4938d671715 and we would be happy to run through the questionnaire with you over the phone.



Scan this QR code to open a questionnaire relating to your vehicle

This will only take a few seconds and one of our team will give you a call to check in.

**PLEASE NOTE:** It is important that you act on this ASAP. If we do not receive the required information, we may not be able to proceed with your claim and the case will have to be closed.





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UK LIMITED

## Working for you

As a reminder, we are acting for you on a no-win, no fee arrangement. So long as you comply with your obligations, we will only ever take payment from you out of monies we recover for you at the end of the case.

You will have been sent copies of the relevant Agreement(s) that deal with this when you first signed up with us but if you ever want further copies or if you have any questions, please do not hesitate to get in touch by giving us a call on 0203 966 9632 or email us at [mercedesclaim@kellerpostman.co.uk](mailto:mercedesclaim@kellerpostman.co.uk).

Our office hours are 9am-6pm Monday to Friday.

We look forward to hearing from you.

Yours faithfully,

*Keller Postman UK Limited*

**Keller Postman UK Limited**