

Date: 5 December 2006



Our Ref: 1-13437987

Ms Noelle K-Dit-Rawe
Flat 3
Jefferson House
11 Basil Street
LONDON
SW3 1AX

Dear Ms K-Dit-Rawe

I am writing further to the recent enquiry we received from you about the problems you had experienced with our Delivery service.

I would like to make sure that as a result of the action we have taken, you have had no more problems and that your mail is being delivered correctly.

However, if you have any further concerns regarding this service, I would ask that you do not hesitate to come back to me and I will be more than happy to help.

In closing, please be assured of our best intentions at all times.

Yours sincerely

A handwritten signature in black ink that reads "Anita Waters".

Anita Waters
Royal Mail Headquarters

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