

Dear Sir/Madam.

The last few months have for me been quite stressful, not knowing what the future held for me financially. I especially felt this when awaiting the outcome of the Meeting of the Creditors on the 7<sup>th</sup> June. Much to my huge relief, the outcome was positive and I am now able to begin paying off the debt under the terms of the Agreement.

Throughout this time I have been in constant contact with various members of your Team. From the very first call I made to your Company back in April, I have found each and every member of your Customer Services Team polite, courteous, respectful and very professional. Even in instances when they were not able to answer my queries themselves, they didn't hesitate in consulting someone who would know or would get that person to contact me directly. What's more, I have always been kept informed of what has been happening, promptly and efficiently, something which eased my sense of stress and worry considerably.

I myself have worked in Customer Services for over 10 years and I can tell you from experience that your service has been quite exceptional. I know it can be seen as a case of people just doing their jobs but when your Team have given just that little bit extra, as I feel they have, then it really does make all the difference.