

21st January 2015

Mark Richardson
Kennets Insurance Brokers
Owen Avenue
Priory Park West
Hessle
HU13 9PD

Dear Mark

The last thing you want to think about when you are busy is insurance; but I have to say you are so efficient it is honestly the last thing I have had to think about!

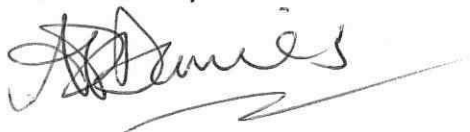
Transferring my insurance to you could not have been easier; I passed you my documents and you came back quickly with a very similar quote and explained that I can still transfer my insurance over to you. You emailed me over a letter to sign so the transfer can be completed within 5 days.

On Monday I happened to be completing a bid for HR service provision for Barnsley Council and since I did not have my insurance documents I emailed you in a bit of a panic, you kindly scanned them in and sent them back within half an hour so I could attach them to the bid documents.

I value the personal service you offer as it is so important to get the right level of cover for your business and your advice has been invaluable.

I would not hesitate in recommending you to any of my business contacts.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ali Davies', with a long horizontal flourish underneath.

Ali Davies
Director