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27.11.2011

Dear Sir or Madam

Water Damage Claim CCP 2140634

I am writing to thank Ladbrook for all its assistance with the above claim. Matters were far from straightforward but thanks to the dedication and hard work of your staff, particularly Shelley Bacon, it was possible to persuade the Insurer of the validity of our claim. Without this money, we would have been placed under severe financial strain meaning the service we provide to children with additional needs would have been affected, so on behalf of all the children, staff and trustees of HOPS please accept our grateful thanks.

Yours Sincerely

Jackie Markell
Administrative Co-ordinator H.O.P.S.