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Attention: **Scott Fawke** Managing Director

Date: 24th October 2013

Dear Scott

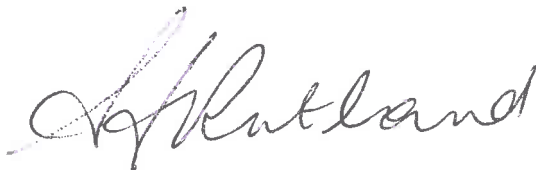
I would like to thank you most sincerely for your recent assistance in settling a claim for my business.

Your personal support and advice following the break-in and robbery on my truck assured me that we were in good hands and the follow up and encouragement was most welcomed.

The matter was settled very quickly and I would have no hesitation in recommending you to other clients.

Thank you again.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Rutland', written in a cursive style.

Susan Rutland
Director