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Mr David Larke
136 North Street
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17th April 2012

Dear David

I write to thank you for your prompt attention in sorting out my insurance requirements at such short notice.

I am very impressed at the calm, collected manner in which you dealt with my queries, with no 'hard sell' but clear understanding of my industry requirements.

It was like talking back to the past with good old fashioned business courtesy, attention, product knowledge and delivery. Something all too often missing today in business.

You were clear, concise, keeping to your word about time scales, even contacting me over the weekend to make sure I was on track for the switchover. The information sent to me was clear and understandable. Further you answered any other questions promptly, so I could make an informed decision.

I thank you for your hard work, swift response, your company organizational ability to deliver as you state you willand your competitive pricing. My accountant is greatly pleased!

I look forward to introducing more business to your company and am actively passing your details onto all my other contacts.

Thanks again

Kindest Regards

Mrs Aisha Khan
Contracts Dept