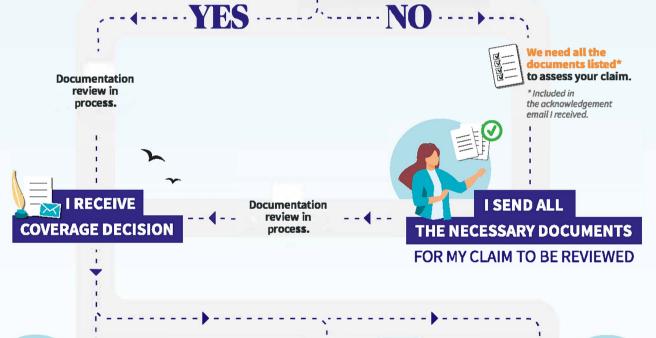




SOMETHING GOES WRONG,

I receive confirmation my claim was created. I am given a claim reference number and I am advised of all the supporting documents I will need to provide.

HAVE I SENT ALL THE NECESSARY DOCUMENTS FOR MY CLAIM TO BE REVIEWED ?







or wish for your claim to be looked at again, we advise you to contact us using the details on the decline letter.

## YOUR FEEDBACK IS VALUABLE TO US AS WE ARE ALWAYS LOOKING TO IMPROVE OUR SERVICE

If you receive a survey from us inviting you to rate your experience, we would appreciate your feedback.