

**BOB & ALICE SPINK
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25.06.09

Ms Flavia Kinglsey
Cartel Client Review
Building 5
Universal Square
Devonshire Street
Manchester M12 6JH

Dear Flavia

I am writing to let you know how delighted we are with the service you have provided. I must confess to being a bit sceptical at first so imagine how delighted I was to receive an offer of over £900 only a matter of weeks after submitting our claim. And this was for charges on a bank account that no longer exists!

I was also very impressed with the way your staff have dealt with everything and kept us informed of progress throughout. I would not hesitate to recommend your organisation to anyone who qualifies to make a claim on a loan, current or credit card account. If everyone took advantage of your service the banks would be forced to treat their customers with more respect.

With best regards,



Alice Spink