

39 Levett's Lane
Bodiam
East Sussex
TN37 7AZ

Customer Services Department
Safety Net Insurance
217 Woodland Park Road
Norwich
NR28 5GV

7th September 2004

Dear Sir or Madam,

Refund on motor insurance: policy number 6583 NTFC 0045

In August you sent me a cheque for £103.35 with regard to my motor insurance.

The cheque was issued in my maiden name of Smith. However, in June 2004 I married and changed my surname to Jones.

Unfortunately, this means that my bank will not accept your cheque. My bank account is now in my married name. I return the cheque herewith and request that a payment be re-issued in the name of Mrs Sarah Anne Jones.

I also enclose a copy of my marriage certificate so that you may amend my name on your records. My address details remain the same.

Thank you very for your assistance.

Yours faithfully

Mrs Sarah Jones