

Address withheld  
for Privacy

*Call Connection,  
POBox 564,  
Ipswich,  
Suffolk,  
IP1 2WN.*

*Dear Mr Kalbraier,*

*Yesterday I began the daunting task of ringing round for quotes for my motor insurance, which is due for renewal in March.*

*My first call was to a local number in Hull Endsleigh Insurance, the young lady was unable to give me a satisfactory quote, but did however in some high tech way connect me to your call centre.*

*I am writing to say how very impressed I was by the level of service which I received, the young man who helped me was Alex, and he put me through to a number of insurers who he thought would be able to give me a reasonable quote, members of the public always are ready to complain, but I just wanted you to know how much I appreciated the help he gave me, at the moment I am waiting for a written quote from one company, but I will certainly recommend to my friends your service.*

*Yours sincerely,*

*Signature removed  
for security*

*Mrs J Laws.*