



Our Address

Future Pension Centre
The Pension Service
Tyneview Park
Newcastle upon Tyne
NE98 1BA

Ms N Klosterkötter-Dit-Rawé

Our phone number 0845 300 0168

Our fax number 0191 218 2179

If you have a textphone 0845 300 0169

E-mail tvf.pccustomer@the pensionservice.gsi.gov.uk

Website www.the pensionservice.gov.uk

Date 06 October 2009

Dear Ms Klosterkötter-Dit-Rawé

About your recent letter

I would like to thank you for taking the time to write and express your thanks. Your comments are greatly appreciated.

About your comments

Please be assured that all feedback from our customers whether complaint, praise, comment or suggestion is important to us. All details are logged onto a national Customer Service Feedback database and the information is used to improve (where appropriate) the service we offer to our customers.

Once again thank you for your letter, it is appreciated.

Where to get more information

If you need any more information about this letter please do not hesitate to contact one of my team on **0191 218 3513**.

Yours sincerely

A handwritten signature, appearing to be "C", written in black ink.

Miss Claire Weatherburn
Customer Service Team Leader

