



My Address

Dave Stirling  
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Ms N Klosterkötter-Dit-Rawé

Telephone number 0845 3000 168

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Date 7th October 2009

Dear Ms Klosterkötter-Dit-Rawé

Many thanks for taking the time to send your recent letter.

My staff do, I think, make every effort to try and deliver a high quality service to our customers but perhaps don't always receive the credit they deserve.

I've passed on your kind words to the staff involved.

Best Wishes

Dave Stirling  
Pension Centre Manager  
Future Pensions Division.

