

**28/09/2018 10:57am**

Dear Mr Jones

Thank you for providing the requested documentation, taking into account the issues that have been raised in this instance I feel that it is more appropriate to progress your case to a full review.

At this stage you will not be required to provide any further documentary evidence. An adjudicator will assess your case and should further information be required at this stage it will be requested.

The Ombudsman's review process can be quite lengthy. Once the complaint has been taken to formal review it can take in excess of 20 weeks before the review is carried out and the decision sent to you.

A member of the team will contact you shortly regarding the next stage of the process.

Yours sincerely

K.C.

Resolution Advisor