

**29/10/2018 4:14pm**

Dear Mr Jones

We have now received the Company File and accompanying letter from Reeds Rains Estate Agents.

Reeds Rains Estate Agents was asked to forward a copy of the letter to you for information. If you have any comments in relation to the content of the letter and would like these to be taken into consideration during the review of the complaint, please forward these to me by 12 November 2018.

Yours sincerely

R.H.

Case Management Officer