

**02/11/2018 11:57am**

Dear Mr Jones

Thank you for supplying your comments on Reeds Rains Estate Agents' submission letter. Your comments will be taken into account when the complaint is considered.

Further to our letter of 04 October 2018, I am writing to confirm that we have now received all the information required for the Ombudsman to consider your complaints against Reeds Rains Estate Agents.

In view of the above, the Ombudsman will aim to consider the matter within 90 days and we will be in contact in due course.

Yours sincerely

R.H.

Case Management Officer