

December 2009

Dear Mr

Peeverel OM is committed to improving its customer service to its clients.

It is important for us to know what our clients think of our services now and how we might plan our services in the future. It would be particularly helpful to get your feedback on how well we have served you. I hope you will participate by completing the enclosed questionnaire and returning it in the pre-paid envelope provided by **15 December 2009**.

The survey will be analysed by The Research Factor, an independent market research company which operates under the strict confidentiality rules of the Market Research Society. All responses to the questionnaire will be aggregated in such a way that we at Peeverel OM will not know the identity of individual respondents.

All respondents completing the questionnaire have the opportunity to be entered into our free prize draw to win a case of fine wines worth £100.

I hope that you will take a few minutes to complete the questionnaire, and thank you for your participation.

Yours sincerely



Andrew Billson MIRPM
Managing Director (Operations)

Enc

Peeverel OM Limited

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A Peeverel Group Company

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Our FSA Register No. is 308484

Registered Office: Queensway House 11 Queensway New Milton Hampshire BH25 5NR Registered in England No.2061041



Prize Draw Terms and Conditions

- 1 The promotion is a prize draw, which is open to anyone who completes this paper questionnaire.
- 2 Incomplete questionnaires will not qualify for entry.
- 3 The prize is £100 case of fine wines. There is no cash alternative to the prize offered.
- 4 Only one entry per person is permitted.
- 5 The winner will be the first entry drawn at random on 15 January 2010 and will be notified by post.
- 6 The prize will be posted to the winner by Peverel OM within 30 days of the winner being notified.
- 7 The draw is not open to employees of Peverel OM, families, agents, their affiliates or anyone involved in this survey.
- 8 The Promoter is **Peverel OM**. Any queries and comments should be directed in writing to the Clare Snowden, Peverel OM, Marlborough House, Wigmore Place, Wigmore Lane, Luton, Beds, LU2 9EX.
- 9 The Promoter accepts no responsibility for entries lost, damaged or delayed. The Promoter's decision is final and no correspondence will be entered into.
- 10 The name and county of the prize winner will be available by sending a SAE to: **Peverel OM Prize Draw Results, Research Factor Solutions, PO Box 883, Crawley, West Sussex, RH10 7ZQ**
- 11 The Promoter reserves the right to substitute the prize for one of its choosing which has the same value, if the prize is not available at time the draw is made.
- 12 Entry into the draw will be deemed to constitute acceptance of these terms and conditions.

Business Reply
Licence Number
RSCE-GSEH-HREL



The Research Factor
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