

Miss E O'Connor
Flat 171 Grenfell Tower
Lancaster West Estates
London

W11 1TQ

Your Ref:
Our Ref: 01/13/21/24601
Tel Ext: 7429
Date: 25 July 2013

Dear Madam,

Our Customer: Kensington & Chelsea Rbc
Incident Date: 29 May 2013

[REDACTED] who have passed us your letter of 20 June 2013.

We are investigating this matter and will contact you again once this has been completed.

We are sorry to learn of this incident but in order for us to decide whether a payment of compensation should be made, it is necessary to show that our Customer has been negligent or has breached a statutory duty and that this caused your injury or loss.

While our enquiries are continuing please send us the following to support your claim, but we must emphasise that our request for this information does not amount to an admission of either liability or breach of any duty on behalf of our Customer:

(1) Original purchase receipts or accounts for the damaged property if these are not available, please tell us from where the item was purchased and state when it was purchased and the price paid;

Please note that if our Customer is liable for the loss of or damage to your property, the amount of compensation they will be liable to pay will be a lower figure than the original price paid, to take account of wear, tear and depreciation of the damaged property.

Should you no longer have the original purchase receipts, we will require documents to confirm proof of ownership ie photographs, instruction manuals, bank statement showing payments etc.

You are entitled to take legal advice. If you do not have a solicitor, details of how you access a suitably qualified expert solicitor local to you can be obtained via the Law Society website. Alternatively, you may wish to contact the Citizens Advice Bureau.

Farnborough Casualty Claims
PO Box 107
2 Gladiator Way
Farnborough
GU14 6GB

DX [REDACTED] Farnborough 4

Phone [REDACTED]
[http://www.\[REDACTED\].com](http://www.[REDACTED].com)

Direct Phone [REDACTED]
Direct Fax [REDACTED]

[REDACTED] a trading name
of [REDACTED]
A public limited company
incorporated in Ireland
Registration No. 13460
Registered Office: Zurich House
Ballsbridge Park, Dublin 4, Ireland
UK branch registered in England
and Wales
Registration No. BR7985
UK Branch Head Office:
The Zurich Centre
3000 Parkway, Whiteley
Fareham, Hampshire PO15 7JZ
Authorised by the Irish Financial
Regulator and subject to limited
regulation by the Financial Services
Authority. Details about the extent
of our regulation by the Financial
Services Authority are available from
us on request

If dealing with us directly we will look to progress your claim as quickly as possible and look to explain key stages of the claim. We will not treat you any differently from a represented claimant, although we will require you to provide certain information, which will be requested at the appropriate time, to progress the claim. This information can range from details of the nature of damage to your vehicle to completion of a medical mandate if you suffered an injury to providing supporting documentation for losses suffered. For a full summary of the usual claims process information can be accessed from the ABI, (www.abi.org.uk). Alternatively if you would like us to send you this information then please do not hesitate to let us know.

Please ensure that our full reference, 01/13/21/24601 is quoted in all communications with us about this matter.

Yours faithfully

Noreen Condon
Claims Handler