

{INCLUDETEXT

"C:\\Users\\JaneE\\AppData\\Local\\Packages\\PraccticeLimited.OspreyApproachSupervisorApp_expvx2x1s6rv4\\LocalState\\OspreyDocuments\\48a3eb83-15b1-42af-a8a3-dd4b007ef5c4\\header.doc"}

Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ QUOTE { DATE \@ "d MMMM yyyy" } }

{ IF {MERGEFIELD LINKNAME_SURNAME_1 } = "{ MERGEFIELD LINKNAME_SURNAME_2 }" "{ MERGEFIELD LINKNAME_TITLE_1} & { MERGEFIELD LINKNAME_TITLE_2 } { MERGEFIELD LINKNAME_INITIALS_1 } { MERGEFIELD LINKNAME_SURNAME_1}" "{ IF { MERGEFIELD LINKNAME_SURNAME_2 } = "" "{ MERGEFIELD LINKNAME_TITLE_1} { MERGEFIELD LINKNAME_INITIALS_1} { MERGEFIELD LINKNAME_SURNAME_1}" "{ MERGEFIELD LINKNAME_TITLE_1} { MERGEFIELD LINKNAME_INITIALS_1} { MERGEFIELD LINKNAME_SURNAME_1} & { MERGEFIELD LINKNAME_TITLE_2} { MERGEFIELD LINKNAME_INITIALS_2} { MERGEFIELD LINKNAME_SURNAME_2}" }" }

{ MERGEFIELD CALCULATION_ADDRESS }

Dear { IF {MERGEFIELD LINKNAME_SURNAME_1 } = "{ MERGEFIELD LINKNAME_SURNAME_2 }" "{ MERGEFIELD LINKNAME_TITLE_1} & { MERGEFIELD LINKNAME_TITLE_2 } { MERGEFIELD LINKNAME_SURNAME_1}" "{ IF { MERGEFIELD LINKNAME_SURNAME_2 } = "" "{ MERGEFIELD LINKNAME_TITLE_1} { MERGEFIELD LINKNAME_SURNAME_1}" "{ MERGEFIELD LINKNAME_TITLE_1} { MERGEFIELD LINKNAME_SURNAME_1} & { MERGEFIELD LINKNAME_TITLE_2} { MERGEFIELD LINKNAME_SURNAME_2}" }" }

Re: { MERGEFIELD MATTER MATTER_DESCRIPTION }

Further to my previous letter requesting feedback on our service, I note we have not received a response from you. We strive to provide a high level of service to our clients and your feedback enables us to maintain these standards. I would be grateful if you do have a spare moment that you complete our short questionnaire. If I do not hear from you in the next 7 days, I will proceed to closing your matter.

Yours sincerely

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

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