

Our Ref: NBO/13224

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Your Ref:

Date: 15th August 2024

Mrs C. Wilde  
Dove House  
26 Shotford Road  
Harleston  
Norfolk  
IP20 9JN

Dear Caroline,

### **Problem with NatWest**

Following our conversation last Friday, I confirm safe receipt of the executed duplicate TR1 document on Milbanke Court.

As discussed, I have raised my final invoice for the work done on the complaint to the Financial Ombudsman, and that is enclosed along with my time record. There is nothing further to do on that save to wait for their decision.

Although the full amount would have been £1,072.50 plus £375.00 travel time (plus VAT), I have discounted this down to £700.00 plus VAT.

Now that the scheme has new banking facilities being administered by Emily McAlister, I have sent the invoice to her for payment. I have also sent her a copy of my interim invoice on this which you settled from your own personal funds. I assume that the scheme should reimburse you.

Best wishes

Yours sincerely

**Nigel Bowen**  
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