

16 DEC 2005

Mr Anthony Page

13<sup>th</sup> December, 2005.

Dear Mr Davidge,

I am today in receipt of the final policy documents for my annuity purchase. This is just a short note to thank you and your colleagues at Annuity Advisor for your helpful and efficient service. My tax free lump sum has already been paid into my account, and I look forward to the monthly pension being paid also.

Like many people, I find the whole topic of pension funds, annuities, and the variety of types pensions that can be purchased, a highly complex and confusing arena. Your process was most helpful in aiding my understanding. In addition, I found your dealings with a range of blue chip pension providers reassuring.

Thank you once again for your assistance and for the availability of you and your colleagues by telephone. So many web based businesses now avoid telephone communication which sadly removes the important issue of human interaction and dialogue.

Yours faithfully,

  
Mr A Page