

Mr. B. Wheeler
Manager
The Commonwealth Key
& Property Register
P.O. Box 40 Collins Street West
Melbourne 8007

Dear Mr. Wheeler,

RE: Reimbursement for Damaged Locks – May 2004.

I refer to our recent claim and wish to commend your Company on your prompt and courteous response. Whenever I have rung for a claim form, or information regarding a claim your response has always been prompt and courteous.

Participating in your register has been very beneficial and it has been a pleasure to deal with your Company.

We look forward to many more years of business with the Commonwealth Key Company.

Yours sincerely,



LESLEY FERRIS
BUSINESS MANAGER