

Mrs E Russell
17 Pinewood Drive
Potters Bar
Hertfordshire
EN6 2BD

Barclaycard House
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Stockton on Tees
TS17 6EX

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Call charges may apply. Please check with
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19 November 2011
Reference: 100DY89P

Dear Mrs Russell

I write further to our recent correspondence regarding your complaint with Barclaycard. As we discussed, I enclose a cheque for £1000.00 in recognition of the distress and inconvenience that you have suffered since the account was subject to fraud.

I have separately paid your invoice to Bishop & Sewell LLP.

Yours sincerely



Peter Ross
Senior Customer Relationship Manager
Directors Office

Enc: Cheque