

Mr I C McInnes  
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22 August 2016

Dear Mr McInnes

Policy number P56879Q

I am writing in reference to the email we sent to you on 01 August 2016 informing you of what we need to be able to proceed with your claim request. We note that as of today we still haven't received a reply.

We would be grateful if you could request from the HSBC branch you have supplied the address for to send us a certified copy of your identity card to enable us to proceed.

For a document to be properly certified, it should be;

- Stamped original seen and dated
- The name of the certifier is visible
- The branch and address of the bank

You can also send this to us by courier, please note that we will only accept the original or the original certified copies.

For further enquiries, our customer service team can be contacted on the number above.

Yours sincerely,

*Rommel Somera*  
Customer Services