

Giles Stevens  
7 Hill Street,  
Birmingham  
B5 4UA

**Subject: Request for Information – Review of freeze/thaw incident**

Dear Mr Stevens

Please find attached our response to your request for information, dated the 19<sup>th</sup> March 2018 concerning the freeze/ thaw incident.

If you have any further queries then please do not hesitate to contact me



**Richard Sands**  
Head of Asset Management

Customer enquiries: 0333 000 1122  
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