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26<sup>th</sup> June 2023

**Response to Customer Protection Code of Practice – a Call for Inputs**

Thank you for sharing the above document and seeking our engagement and feedback.

We have reviewed the document and are fully supportive of the improvements being proposed to ensure that all Retailers provide a high quality customer service. We are passionate about strengthening our relationships with our business customers and continuously strive to go above and beyond.

We look forward to seeing the outputs for this consultation.

Yours sincerely,

[REDACTED]

Customer Experience and Strategy Lead