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8th November 2002



Dear Mrs Gilbert

I acknowledge receipt of your request to access the medical records of your late aunt and enclose herewith copy of death certificate and Power of Attorney.

Your request will now be dealt with as quickly as possible. However, it may take up to 40 days to provide you with the information you request.

If you have any queries in the meantime please do not hesitate to contact me.

Yours sincerely

Code A

Ann Turner Complaints Manager