

Kevin Arrowsmith

Tel:
31st March 2009

Roman Rossocki
TrustMark
Englemere
Kings Ride
Ascot
Berkshire
SL5 7TB

Dear Roman

Could you please confirm and supply the evidence of the following points that you made to me in our telephone conversation on the 31st March 2009 at 3.18 pm.

That this matter with Keystone and myself has been to arbitration.

That the offer of a warranty was made to me.

Could you please supply me with the evidence for monies owed to Keystone by me that you claim, and the evidence of what this work is, and what these monies are for.

Could you also confirm that the Government-endorsed standards have been adhered to by your member Keystone, and supply the evidence to substantiate this please?

Could you confirm that Keystone have now been removed from TrustMark. Could you supply the date and the reason why they have been removed?

Could you please confirm that TrustMark allow continued membership to members who are in a CVA under the insolvency act.

Yours Sincerely

Kevin Arrowsmith