

Monsieur JOUIN
31 Rue Mirabeau
92160 ANTONY
France

Antony, the 28th of January 2012

Dear Sir,

We've had the pleasure to stay in your hotel PADDINGTON in LONDRES between the 16th and the 20th of January 2012.

On the 19th afternoon, during some shopping in HARRODS, my wallet has been stolen in my rucksack. We were then, with my spouse, without any credit card nor cash, and, as you can imagine, especially disorientated.

After having explained our situation to the hotel reception, and asked our son in Paris, who speaks a better English than us, to call the reception on our behalf, your reception Manager has taken the ownership of the situation with an impressive pro-activity, trying to find the most appropriate solution to solve our issue.

Finally, the hotel management has offered us the dinner in order to minimize our frustration before our trip back the day after.

I wanted to renew my thank, especially to your reception manager for his welcome and his kindness, as well as for the commitment he has shown in trying to resolve our issue as much as he could do.

Please receive all my congratulations for the quality of your Team

Best regards and sincerely yours

A handwritten signature in black ink, consisting of a large, stylized initial 'J' followed by a surname, all written over a horizontal line.