From: **Stephen Fisher IR (Cheshire Oaks Audi)** <Stephen.Fisher2@inchcape.co.uk>
Date: Thu, 21 Oct 2021 at 18:45
Subject: RE: Audi A8L rejection DK19ZYW Financial agreement: 440136064801
To: Wirral Chauffeurs <info@wirralchauffeurs.co.uk>, Matt Whittaker IR <Matt.Whittaker@inchcape.co.uk>, Audi Finance Customer Services <AudiFinanceCustomerServices@vwfs.co.uk>

Good afternoon Mr Williamson

I am writing to acknowledge receipt of your e mail below, and I am sorry that this matter has not been concluded for you. I understand that Audi Finance had made their position clear, and had attempted to contact you directly. Also, that you have been liaising with Matt Whittaker when bringing your vehicle to the Centre in the interim.

However, it is clear from your e-mail that this matter is not resolved. I would like to apologise unreservedly for any lack of action or confirmation on my/our part. It remains our intention to be able to support you in this matter and I am going to take advice from our Group Customer Services team to assist in the next steps to move this forwards towards a conclusion for you.

I will get in touch with them tomorrow and as soon as I have spoken to them, we will come back to you with a plan of action and ensure that there is no breakdown in communication with you moving forwards.

Kind regards

**Steve Fisher / Head of Business**

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