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**SENT BY EMAIL ONLY: john@shellnews.net**

Mr J Donovan  
17 Craven Drive  
Colchester  
CO4 9BE

Our ref: Countrywide plc/Donovan

1 March 2012

Dear Sir

**Your emails dated 1 March 2012**

We acknowledge receipt of your emails with amended versions of your proposed communication you intend to release on Friday 2 March 2012.

The contents of your proposed communications are inaccurate. Our client company has responded to the complaints raised some time ago and has nothing further to add.

Yours faithfully

A handwritten signature in black ink, appearing to be "C.L." with a small dot at the end.

Countrywide Legal