

Dear Mr Beale,

Thank you for your very thorough email which I have now read and I have some responses for your very detailed comments (outlined in blue).

I thought Addison Lee had forgotten about my complaint. However, I was wrong. It seems you have been debating whether or not I am entitled to my £2 refund for the best part of 3 weeks.

To clarify, we have not been debating for 3 weeks to decide whether you are entitled to receive a £2.00 refund. We normally have a turn around, response time of within and up to 3-5 working days, however due to the festive period this was extended as I am sure you can appreciate the majority of us were away from work. The initial email we received from you was on the 22 December 2011 (which was a Saturday); this is not classed as a working day because the Customer Relations Department is only open Monday to Friday, during normal office hours.

As you will recall, the reason I would like my £2 refund is that we dropped somebody off, on the route that we were already taking, while stopped at a red light, so in fact there was no additional journey time added.

Just to further quote from my previous email dated the 9th January, this 'drop' is still classed as a amendment to the original booking and the driver is within his rights to charge for this additional stop off. We charge from postcode to postcode and any amendment to the original booking have to go through our system which then calculates the additional charge/or refund if this is necessary. If this was something you disagreed with at the time, it would have been advisable to call up our

call centre to clarify the charges immediately whilst still a passenger on board.

Do you passionately believe with all your heart that you are making the right decision?

This decision is not a personal one and so I do not wish for your email to be directed at myself. Addison Lee has a set of company policies that are outlined fully within our terms and conditions. If you need further clarification, please visit www.addisonlee.com/terms

I'm sure Addison Lee have decided that they will not negotiate with people like myself as it will only encourage me further.

Once again my decision was not targeted to single you out and by charging you this is not a personal issue. You will find that every ground transportation company act in the same way across the board. Negotiation is not an option on this matter because prices are set across the board. The policies set out by the company are the same for every other passenger who uses our services. We are fully aware of our policies and every query is handled individually according to our guidelines.

Be brave Helena, take a stand, look Mr Addison and Mr Lee dead in their jaundiced eyes and say to them.

Comments like this are in no relation to the query you have raised with me and as a company we will not tolerate such slander. To confirm the company is not owned by a 'Mr Addison or Mr Lee' the company name has no relation to the people that own the company.

If Mr Addison and Mr Lee ever dare to question you on this decision, why don't you baffle them with the one thing they

can't dispute. MONEY....Helena, instead of just being the free-thinking maverick you could also be saving the greedy Mr Addison and Mr Lee money. Now from the little I know about Mr Addison and Mr Lee there are three things they like. Gold, Pan-fried Liver and MONEY.

To reiterate there is no 'Mr Addison or Mr Lee'. Addison Lee is owned by a person - John Griffin, who is the Chairman of the company, and Daryl Foster Chief Executive. Addison Lee PLC now carries 10 million passengers a year and couriers more than 40,000 deliveries every month and is constantly growing successfully.

Now I would never dare ask you how much money you earn. In fact I wouldn't even like to guess. So for the purposes of this conversation I am going to assume that you are on the minimum wage. This is clearly not the case although nothing would surprise me when it comes to the revolting Mr Addison and Mr Lee. If you are over 21 (which the articulate nature of your writing suggests,) then you will be earning AT LEAST £6.08 per hour.

Addison Lee is a very profitable company whose year on year revenue is always increasing and the company has excellent increasing potential. None the less, my salary has nothing to do with my decision and it is irrelevant to the query that you have specifically raised with me. I have not responded to your query in this manner and I will not tolerate such comments to be directed at myself.

To clarify Addison Lee is a reputable company and I can confirm we are not here to keep money that can not be justified, as you have suggested in your email dated 9th January. Our terms and

conditions are very transparent and if ever errors do occur, we are more than happy to investigate any issues our customers have within a timely manner.

Please also be advised for the future, your booking was paid in cash directly to the driver, Addison Lee is primarily a corporate account based firm, and any payments made to the driver go directly to the driver and not to Addison Lee. We do not make any profit from the cash side of the business so to clarify your booking has not been paid to Addison Lee and any monies paid were kept by the driver.

To summarise, after discussing your query with management it has been agreed that we will refund you the sum of £2.00 as a gesture. Please be advised however the charge is valid and if the same issue occurs in the future the charge will stand.

Please send me your card details so I can process the refund for you. I hope this now clarifies the situation.

Regards

Helena

Customer Relations Executive
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