

Dear Alvira

Thank you for your recent email.

I would like to clear this up as soon as possible, but there are some things I need to understand.

Your colleague, Jaytri Roy Chowdhury told me in the email thread:

"I can see that an account was created in your name from 28th November 2021 till 14th February 2022. This account got closed and an account in a default name was opened on 15th February 2022."

why was the account closed?

The contract I would like to see is the one for the time period above, please?

Alvin, you say:

"Unfortunately, I was unable to locate your account due to lack of details in the email. I would request you to kindly contact us back via live chat and confirm the account number and supply address with post code so that we can take the necessary actions.

There are several things wrong with this. Because:

1. I am obviously on the system for you to even be emailing me
2. I have paid Bills with you in the past
3. Your colleague, Jaytri Roy Chowdhury already found me on the system.

Please explain?

And please send me a copy of the contract for the period mentioned above.

Also, Scottish Power have sent a letter to 'Mrs ' at Appleton, Church Lane, Little Tey, Colchester, Essex CO6 1HX. I have unopened it but can see that its from Scottish Power. Mrs was looking after my dog whilst i was not at the address from January 6th 2022 until i returned here on the 16th September 2022.. Mrs doesn't live here, she lives in Spain.

Many thanks & kind regards - Leon