

Our Ref: IAH/CS

Date: 02/05/2006

Name & Address

To whom it may concern

Dear Sirs

RE KNOWLES ASSOCIATES

Knowles Associates have managed the NHS Fleet in North Cumbria for over 3 years now and have carried out their duties extremely efficiently and professionally.

The setting up of our scheme, which involved combining 5 Trusts, went extremely smoothly. There were also some initial very good savings identified for the Trusts, which benefited both the Trusts and the scheme members.

They have always dealt with problems and queries in a courteous and informed manner, which has been of benefit to scheme members.

Their overall performance to date for North Cumbria has been very good and we continue with our excellent working relationship.

Yours sincerely

I.A. HOYLES
HEAD OF PROCUREMENT SERVICES