Dear Mr. Wooley,

I would like to let you know that my former insurance AIG resolved my problem; thanks to the Property & Casualty Division that assisted me regarding the matter I complained of in a letter sent recently to your department, investigated by Audrey Higginbotham. Needless to say I am no longer with AIG but I am sure I am better off.

I appreciate how this matter was resolved in such a timely manner. Mary Noonan