

Dear Sirs

Head office has approved an extension of all outstanding Refunds/Reissues until 31 March 20121. Please use Authority Code RH27 for both Refunds/Reissues

Please distribute this information to all relevant sections within your organization

Please ensure all outstanding cases are finalized as soon as possible as a further extension is very unlikely

Appreciate if you could distribute to all concerned with emphasis on deadline of 31 March 20121 for finalization

Thank you for your cooperation