

[Redacted]
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Midhurst
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Tel: [Redacted]
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12 January 2009

Dear *Michael*,

Edward broke his leg whilst skiing at 12.30pm on 21 December 2008 and at 10.30am on 26 December he was on a flight home. Celia concentrated on Ed's well being by giving him comfort and being by his bedside and accompanying him on his flight. The rest of the family dropped in daily to support him.


These are the bare facts and relate to Edward and our interface with him. This was important to us and was only made possible by the superb service provided by the insurance company. They dealt directly with the ski recovery team, the hospital and made all the arrangements for Ed's return.

Not only did they perform the functional side without fault but they provided constant support to Celia. Her mind was constantly at ease and allowed her the freedom to worry about Edward's recovery.

I would like to offer an unreserved note of gratitude to Jill, Bob and Renee who over the Christmas break gave up their time to help us. They provided the rays of hope in what was a dark mire of unknown. Potential confusion and uncertainty were replaced by confidence and care. Although there must have been other issues we always felt that Edward was No 1 and there was a team dedicated to Edward and his wellbeing.

Thank you all.

Yours sincerely



Simon [Redacted]