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**From:** Karen Arnold [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=KAREN.ARNOLD0B7B3CEC-F30A-4009-9FD1-3C07EA6639A3]  
**Sent:** 05/01/2011 16:05:40  
**To:** Christopher G Knight [christopher.g.knight]  
**Subject:** RE: Hightown

**GRO**

Hi Chris

Sue Muddeman dealt with this case and has all the information regarding the case. The other thing that you could obtain is details of the NBSC calls which were logged by the branch.

Regards  
Karen

**Karen Arnold**  
**Contract Manager**  
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**From:** Christopher G Knight  
**Sent:** 05 January 2011 15:18  
**To:** Karen Arnold  
**Subject:** Hightown

Karen,

I've been asked by our Lawyer if we know if Mrs Hall ever requested an audit at the branch?

Regards,

CK