



The Random Group Pty Ltd
Mr Ben Blackberry
PO BOX 993
PARRAMATTA NSW 2124

15 May, 2008

Dear Mr Blackberry,

**Re: Nokia N95i 8GB Mobile Telephone
IMEI 359542010637179
Claim number 852279**

We refer to your recent claim for your Nokia N95i 8GB Mobile Telephone reported to us as lost on the 24th of April 2008.

Your SafeGuard Insurance commences after the first successful outgoing call is made from the insured equipment on the Optus Mobile Network on or after the date your Safeguard Insurance is applied to your account.

A recent search of the Optus Mobile Network does not reveal any calls had been made from the above Nokia N95i 8GB telephone with your mobile service after your insurance was applied on the 7th of March 2008.

Regrettably due to the above circumstances we are unable to proceed further with this claim unless you are able to provide suitable clarification.

Yours faithfully,

Magdalena Dutkovich

*Optus Insurance Services Pty Limited.
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