

## **Acknowledgment letter**

Thank you for your [email/letter] received by [TfL/London Underground] on [date of receipt]. You have asked for information about [summary of request].

We will deal with your request as soon as possible and in any case provide you with a response by [insert deadline].

In the meantime, if you have any queries or would like to discuss your request, please do not hesitate to contact me [insert contact details].