

Whittle, Jack

From: Whittle, Jack <jackwhittle@zoho.com>
Sent: 15 August 2025 00:18
To: customer.complaints@ee.co.uk
Subject: RE: EE

Importance: High

Dear Doug,

Further to your email below, dated 25/08/2025, I confirm that I am willing to accept the offered goodwill payment of £50 strictly on a "without prejudice" basis.

For the avoidance of doubt, this acceptance is expressly conditional on the following:

1. It is not to be construed as a full and final settlement of my complaint under the FCA's DISP rules.
2. It does not constitute any waiver of my legal or regulatory rights, including (but not limited to) my right to escalate this matter to the Financial Ombudsman Service (FOS) or any other competent authority.
3. The payment is accepted solely as partial redress for the inconvenience, time loss, and detriment suffered to date, and without prejudice to any claim for further compensation or remedial action.

Please confirm in writing that EE acknowledges and accepts the above conditions before processing the payment. Upon receipt of such confirmation, I expect the £50 to be remitted within the timeframe you specified.

Kind Regards,

Jack Whittle

Tel: [07377077930](tel:07377077930)

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 Please consider the environment before printing this email

From: customer.complaints@ee.co.uk <customer.complaints@ee.co.uk>
Sent: 25 July 2025 14:12
To: jackwhittle@zoho.com
Subject: EE

Hello Jack,

Re: Account Number 225386871

Thank you for taking the time to speak to me earlier.

I regret we are not able to offer a Flex Pay Agreement on the above account. However, we can offer a standard subsidy plan with an iPhone 16E should you remain with Apple models.

I apologise for the service you have received and I assure you this has been fed back to the relevant areas of the business to be reviewed.

Due to the service you have received, I can offer a credit of £50.00 which would be sent to you via a cheque within 10 working days.

If you would like to accept this offer, please contact me on the below number or email me by return. The offer would remain open for 28 days from today.

I look forward to hearing from you.

Kind Regards

Doug Sykes
Executive Complaints

Tel- 08009563076*

Calls to this number are free of charge from all UK consumer mobile or landline phones in the UK. If you are calling from a different phone, you should check with your provider whether there will be a charge for calling 0800 numbers. Our standard opening hours are 8am to 8pm Monday to Friday, Saturday 8am to 6pm and Sunday 9am to 6pm