



Trinity Road  
Halifax  
HX1 2RG

CS/3/HBOSGP/AFM/KM(2)

4th February 2004

To Whom It May Concern

Direct Line 01422 334552  
Fax No 01422 334821

### Safetell 'Eclipse Rising Screens'

Dear Sir

Safetell has been a supplier of their eclipse rising screens to Halifax plc (now part of HBOS plc) since 1991.

I personally have had dealings with Safetell since I joined the Halifax in 1994.

In the last 13 years Safetell have installed 935 eclipse rising screens at more than 2,200 teller positions in 440 of our branches and they continue to provide an ongoing aftersales support and maintenance for all our rising screens irrespective of the original manufacturer.

Although we have changed our teller counter layout and design a number of times, Safetell's engineers have been able to adapt their basic designs to meet our specifications. They have also introduced innovative designs to improve ergonomics and to combat potential for criminals vaulting the counter line.

I would have no hesitation in recommending Safetell to any other organisation wishing to enhance its business and security systems.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'A F Morrison', written in a cursive style.

A F Morrison MBIAT ACIOB  
Retail Design Manager  
Group Property  
E-mail: andymorrison@HBOSplc.com