



Department for  
Business, Energy  
& Industrial Strategy



Stephen Jones  
UK Finance  
5<sup>th</sup> Floor  
1 Angel Court  
London  
EC2R 7HL

23<sup>rd</sup> September 2019

Dear Stephen,

You will no doubt be aware of the insolvency of Thomas Cook and will appreciate the gravity of this unfortunate event. Obviously, this is a worrying time for employees of Thomas Cook, as well as their customers. Government will do all it can to support them, including our commitment to repatriate affected UK consumers.

We are writing to ask for your support and that of your members regarding two issues. Firstly, in supporting those consumers affected when they are attempting to enforce their legal rights. We are grateful for the proactive approach you have taken to informing consumers who may have a valid claim to a refund for a cancelled holiday under s75 of the Consumer Credit Act 1974, and look forward to your continued support, including processing and resolving consumers' claims as swiftly as possible.

Secondly, we would be grateful for your consideration of the situation faced by Thomas Cook employees who have lost their jobs and will be awaiting statutory redundancy and related payments, with regard to meeting their regular monthly payments. We know you have well-established policies for treating customers fairly when they get into such difficulties.

Making sure those affected know that there is legal protection and help available is one of our priorities.

Thank you in advance and we look forward to your response.

**THE RT HON ANDREA LEADSOM  
MP**  
Secretary of State for Business,  
Energy & Industrial Strategy

**JOHN GLEN MP**  
Economic Secretary to the Treasury