Sir Richard Branson
120 Campden Hill Road
London
W8 7PR

12th June 2011

Dear Sir Richard,

I closed my account with Virgin Media and cancelled the direct debit. In response, I received a letter to the wrong address, and clearly to the wrong person – ⬛⬛⬛⬛⬛ I then dialled the number that I was given for enquiries on the letter (attached) and got through to a person who was less than helpful when I asked them to send me an invoice for the amount outstanding, in a voice redolent of a demented Dalek, I was asked for a security number. When I said I had not got one and all I wanted was for Virgin Media to send me an invoice so that I can settle the account. I then received a repeat performance and then the same again, at which point I almost lost my presence of mind and for a moment the will to live.

I find it extraordinary that I wish to settle an account so no loose ends are left and no one at Virgin can send me an invoice for the sum of £18.35. I enclose all the correspondence dealing with this account. This is a bizarre way to do business – I want to pay you money and a spoiling operation couched in terms of potty security is invoked. I did not have this problem in the former Eastern Bloc I might have had to put up with snarling dogs – usually incontinent and the guards were not far behind but when it came to a spot of cash over the counter even the dog's vicious countenance reverted to some distant ancestor playing with a toilet roll

I am very happy to settle the account when I receive an invoice. I will pay by return. You might care to note and wonder, how when I wrote to Virgin Media as Chris Hodgkins from ⬛⬛⬛⬛⬛⬛, Sheila Burgess replied to ⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛ Cardiff. If the Queen were to write to Ms Burgess would the reply go to Sarah Palin?

Unfortunately this all reflects badly on the Virgin brand. I trust that an invoice will soon be on its way and to the right address.

Yours sincerely,

Chris Hodgkins
Director

CC Anne Curran, Head of Contact Management, Virgin Media Payments, Hampshire.
    Sheila Burgess, Virgin Media, Swansea