

## Periodic Re-accreditation (complete)

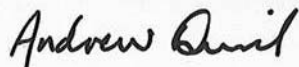
Having received and examined all the relevant documentation, we can confirm that the Association is happy with the details provided and that your accreditation as a Full Member is therefore hereby reconfirmed for three years, to the end of 2012.

You will appreciate that this confirmation is subject to any material changes or substantive complaints during that period. In particular you should notify the Association urgently (on a confidential basis) if you:

- Intend to modify your franchise agreement
- Receive a qualified audit report
- Experience franchise failures at unusually high levels
- Have the prospect of a significant number of externally referred disputes with franchisees

We are pleased that you are continuing with your membership with the Association and we look forward to seeing you at some of our forthcoming events.

Yours sincerely  
British Franchise Association



Andrew Quail  
Head of Quality Standards and Compliance



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