



XXXXXX "redacted under FOIA section [No 40 –
Personal Information]
Head of Research & Insight
Institute of Customer Services
Mill House
8 Mill Street
London SE1 2BA

www.gov.uk/browse/driving
[@dvlagovuk](https://twitter.com/dvlagovuk)

Your ref:

Our ref:

Date:

PS/21/01

25 April 2022

Dear XXXXXX "redacted under FOIA section [No 40 – Personal Information]

CONTRACT REFERENCE NUMBER: PS/21/01

CONTRACT TITLE: Provision of UK Customer Satisfaction Index Report

Acceptance of extension on the above contract

Further to my letter of 25 April 2022 I am now writing to formally extend the duration of the contract until 1 August 2023

This letter and your quotation/ agreement constitutes a binding contract between yourselves and the Department for Transport and will be subject to the same Terms and Conditions of Contract including any amendments as Contract No PS/21/01.

Please acknowledge your receipt of this letter by signing in the allocated space below and returning to me at the above address.

Yours sincerely,

Accepted for and on behalf of **Institute of Customer Services** by:-

Signature: _____

Name: _____

Capacity: _____

Date: _____

XXXXXX "redacted under FOIA section [No 40 – Personal Information]

Commercial Advisor

Commercial Directorate

XXXXXX "redacted under FOIA section [No 40 – Personal Information]

On behalf of the Secretary of State for Transport