



28 FEB 2020

Ms Elizabeth Wolverson
Headteacher
London Diocesan Board For Schools London Diocesan House
36 Causton Street
London
SW1P 4AU

Dear Ms Wolverson,

19 February 2020

I am writing to you regarding Whirlpool's washing machine recall programme, which you may recently have read about in the media. Given the numbers of parents and guardians that collect their children and read parental notices issued by your school, we would be very grateful indeed for any support in displaying vital recall information around the school community.

For background, in December, Whirlpool alerted customers to a safety risk concerning certain models of Hotpoint and Indesit washing machines as we prepare to launch a product recall. We are urging owners of appliances purchased since 2014 to contact Whirlpool immediately to check if their washing machine is one of the models affected.

We have already located one third of the affected products in just a few weeks. More than 170,000 of the appliances that were on the recall list have now been registered and we are remedying the issue for thousands of customers every day.

Owners affected by the recall are entitled to a replacement washing machine or a repair to their existing appliance – both provided completely free of charge. Customers can choose the date of their remedy appointment, with slots available seven days a week. We are in fact finding that there are lots of slots available every week that are not being booked up – therefore, it's important that customers schedule their remedy appointments so we can resolve the issue quickly.

More than 100,000 cases, including over 2,000 customers who were prioritised as being vulnerable, have now been resolved. A further 60,000 customers have already scheduled or have been invited to schedule a date for replacement. The remainder – customers who have only just registered under the recall – are now being contacted.

While the progress of the washing machine recall is encouraging, we know there is still work to do and we are urging all remaining customers who have not yet come forward to contact us immediately. To raise awareness to the recall, we continue to run a far-reaching publicity campaign, which includes taking out full-page adverts in numerous national and regional newspapers as well as prominent advertising space in online news media, magazines and social media.

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Registered Office: Peterborough PE2 9JB – Registered in London 106725 – VAT No 513936740

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We are now expanding initiatives to raise awareness among people considered vulnerable or hard-to-reach such as the elderly, disabled customers and people who do not use English as a first language. We are contacting thousands of schools to help spread the message through their channels. I hope you will consider sharing recall information through your channels, to ensure nobody who might live in isolated communities will miss this important product safety notice. I am also able to provide you with foreign language recall advertisements.

Finally, our message to customers remains that they can instantly check if their washing machine is affected by visiting washingmachinerecall.whirlpool.co.uk. Alternatively, they can call our freephone hotline 0800 316 1442 where an adviser can assist seven days a week.

If you would be happy to share information about the recall through your own channels, I would be very happy to provide advertising material for you to use. Please do not hesitate to contact me via matt.palutikof@ketchum.com if you would like any further information. Thank you in advance for any support you can provide.

Yours sincerely,

A handwritten signature in black ink that reads "Ian Moverley". The signature is written in a cursive style.

Ian Moverley
Director, UK Public Affairs
Whirlpool Corporation