



ILA Scotland, PO Box 17277, Edinburgh EH12 9GA  
Helpline: 0808 100 1090 [www.ilascotland.org.uk](http://www.ilascotland.org.uk)

Mr John Smith  
43 Smith Street  
Edinburgh  
EH6 5BG

Reference: XXXXXXXXXXXX  
Date: XX-XXX-XXXX

### Is there anything we can help you with?

Dear Mr Smith,

We recently sent you an application for an individual learning account from ILA Scotland. I hope we've given you all the information you'll need to fill in the form but, if not, then we're here to help. (If you've returned the form in the last few days then please just ignore this letter.)

If you've not returned your application because you need more information, or you're not sure if ILA Scotland is right for you, why not give us a call? Our friendly advisers will be happy to answer any questions you may have.

Even if you're not sure what course you want to do, if you apply now you'll know the money will be there when you need it.

It should take about 14 days to process your application after we get your completed form. Once your application has been accepted, we will send you a Welcome Pack with everything you need to help you start learning.

I've enclosed a leaflet that tells you a bit more about ILA Scotland. For more details, or if you have any other questions, please call us free on 0808 100 1090.

Yours sincerely

Sam Thomson  
ILA Scotland Support Team