

MyForte Solutions Ltd

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Harvinder Singh Bhurji LLB (Hons) QDR
Effective Dispute Solutions
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Thursday 8th June 2017

Dear Harvinder

Credit agreement, finance and contractual mediation

I qualified as a Fellow of the Chartered Insurance Institute in 1998 and then became a Chartered Insurance Practitioner, spending the majority of my 44 year career working for leading UK insurers, global brokers, loss adjustors, public utility companies and Solicitors. In 2008 I also qualified as an Accredited Mediator and decided to set up my own business in 2011 to enable me to concentrate on mediating all kinds of disputes around the UK.

Part of the training programme for mediators is to observe and learn from other more experienced practitioners. You were generous enough to invite me to observe you mediate a complicated finance dispute over a credit agreement which had apparently gone horribly wrong leading to the claimant's credit history somehow becoming adversely affected. The claimant had instigated proceedings and pursued damages against a well-known large defendant finance company.

The dispute had been going on for years; the correspondence was substantial and complex. I recall the unrepresented claimant was uncompromising and not the easiest of personalities to manage. On more than one occasion during the six hour mediation you held confidential discussions and diplomatically persuaded him to reflect on his own behaviour in his dealings with the defendant finance company and their solicitors.

That enabled him to then engage and negotiate more positivity with them. You were able to help him manage his expectations and eventually, with a more open-minded approach from both parties, they reached a settlement they all found acceptable. Something they were unlikely to ever achieve without the application of your mediating skills.

It was a pleasure to watch you mediate and achieve a successful outcome in such a difficult dispute. Thank you for letting me observe, for I have applied that experience to many cases I have since mediated.

Yours sincerely



Mike Faulkner FCII CIP
Managing Director & Accredited Mediator
On behalf of MyForte Solutions Limited