

Our Ref ST

Your Ref



21 June 2017

Mr Harvinder S Bhurji

By Email

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Dear Harvinder

CONTRACTUAL INSURANCE MEDIATION

You mediated a dispute involving my clients last month. They were in dispute with the claimant professional cleaning company over the restoration of several possessions, following a devastating house fire.

Although the claim value was relatively low (around the £25,000 mark) this dispute had been going on for well over two and a half years, at great financial (and emotional) expense to the parties.

You will recall that my clients were very upset and sensitive about the dispute, and negotiations difficult because of how they felt. We hit what seemed like an impasse more than once, including each side having made 'bottom line' offers. After some tense final negotiations, the parties reached a settlement (within five hours). I attribute that to the dogged determination with which you pursued a mediated agreement.

You had previously conducted a mediation for a colleague in my team, which also resulted in a successful outcome. I would be happy to put forward to colleagues and professional contacts in the future.

Yours sincerely

A handwritten signature in black ink, appearing to read "Simon Thomas". Below the signature, the name "SIMON THOMAS" is printed in a bold, sans-serif font.

SIMON THOMAS

Document 1



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