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Our Ref:

Your Ref:

Date:

16th November 2007

Mr Harvinder Singh Bhurji  
Commercial Mediator & Trainer  
Effective Dispute Solutions Limited  
41 Hanover Road  
Birmingham  
B65 9EB

Dear Harvinder

I am happy to confirm that I was very impressed with your role as mediator in the recent case mentioned above.

This was a professional negligence case where there was a significant amount of ill feeling and I felt you controlled the position extremely well. I would also like to add that I found your flexibility to be very useful in keeping down costs. As you know I was able to participate in the mediation by telephone which meant that my charge to the client was greatly reduced and in the end the matter was settled satisfactorily.

I am happy to recommend you and wish you every success in the future.

Yours sincerely

John McArdle  
**McArdles Solicitors**