

Mr H S Bhurji LLB (Hons) QDR MCI Arb MCMl  
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20<sup>th</sup> December 2006

Dear Mr Bhurji

**Re: Reference**

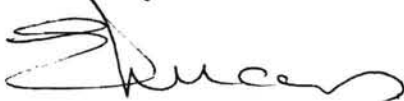
With regards to the recent mediation you conducted between myself and I am grateful for your assistance.

For nearly 2 years I had been embroiled in this dispute, which was eating up a lot of my time which could have been spent on more important matters, although the value of the claim was only eight thousand pounds, I believe the principle involved outweighed the money, I had been a loyal customer to and therefore I wanted to be treated like a loyal customer.

I found the mediation process to be quick, cheaper than going through litigation, and your mediation skills certainly were the reason for us being able to resolve the matter on the day.

I have no problem in recommending you to others, thanks once again.

Yours sincerely



Ms Elizabeth Lucas