

17th June 2010Harvinder Singh Bhurji
Effective Dispute Solutions Limited
41 Hanover Road
Birmingham
B65 9EB

Tel: 0800 043 2897

Fax: 0845 345 2754

Email: sales@smscomputersolutions.comVisit: www.smscomputersolutions.com

Dear Harvinder

Re: Recent Mediation

Thank you for mediating for my company earlier this month. Although I have used mediation prior to engaging your services, I must admit I was not a fan of it and viewed its 'so called' benefits with a lot of cynicism.

We supplied IT equipment, software and hardware to a client who came highly recommended to us and for that reason did not take payment on account as per our usual practice, the value of the equipment was nearly £115,000, which excluded all the labour which went into fitting out the clients commercial premises.

Part of our invoice was paid, the remainder was chased for several months without payment, having instigated proceedings, our barrister suggested mediation, to which I protested, having used it in the past with little success, however the Court ordered mediation and therefore I had no option but to mediate, and presumed it would have been like my previous experience.

Your down to earth approach, and the fact that you treated me like a human being rather than another 'case, number' was refreshing. You quickly highlighted the issues in dispute and those that were not, focussing us to move forward rather than dwelling on the past and thus narrowing the issues between us. By so doing this matter was resolved and concluded in a day which allowed me to focus on my business and not take up months of my time and the considerable expense of preparing for trial.

I would not hesitate to use you again, with best wishes for the future.

Yours sincerely

Steve Khela
Managing Director