



Effective Dispute Solutions Limited

41 Hanover Road

Birmingham, B65 9EB

21.02.12

Hi Harvinder

I would personally like to thank you for conducting the mediation process. It goes without saying that I was more than a little worried that I would be intimidated into a decision that would have been unfair, given the fact that we were in the oppositions Solicitors offices. However with your skills available to me, I believe that the correct result was found.

I would also like to congratulate you on your professional approach and the way that you made me feel at ease, as I had not been in a situation like this before.

Kindest Regards

A handwritten signature in blue ink, appearing to read 'Mark Cutler', is written over the typed name.

Mark Cutler