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Mr H S Bhurji LLB (Hons) QDR MCIArb MCMI
Effective Dispute Solutions Limited
41 Hanover Road
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18th March 2010

Dear Mr Bhurji

Effective Dispute Solutions Limited – Mediation

Further to the mediation you undertook for us on Monday 8th March 2010, I am delighted to report that we have agreed a suitable agreement for all parties concerned.

Our solicitor, my partners and I, were impressed with your expertise and how quickly you grasped the issues in dispute, as well as the underlying not so apparent issues, which you subtly tackled at the appropriate times.

Losing face or the apparent loss of face was a major issue, bearing in mind these were one of our major international suppliers, we did not want to be railroaded, but we wanted to be fair, as well as maintain a workable relationship with them, due to your mediation skills we achieved all of our objectives.

Should we need mediation, we will use you again!

Yours sincerely

J Mondair
Director

