

Logbook name: [REDACTED]

Membership number: [REDACTED]

1. Competency: 2	Learning Outcome: 2.3
Address all issues in communication	
2. Evidence provided:	
Letter to Claimant solicitors advising of all the issues in the case	
3. Outline how the evidence demonstrates you meet the outcome	
<u>Identify and address all issues:</u> During a review of the file it became clear that the evidence presented by the Claimant was weak and failed to prove their claim for injury. The letter advises the Claimant solicitors of the issues and deficiencies in their Clients' claims. The letter is essentially a repudiation of the claim and sets out the next steps for the Claimant to action.	
<u>Law/procedure identified in relation to the issues:</u> The procedure was advising the Claimant of our position as per the pre-action protocol for personal injury and requesting that they either issues proceedings or withdraw the claims as we were not able to make payments for injury on the evidence provided.	
4. Reflection and evaluation	
I learnt the importance of setting out all the issues to the Claimant as soon as possible so that they were aware of our position and investigations did not become protracted which ultimately would have cost the Client more money. It is important to comply with the pre-action protocol for personal injury and make an attempt to highlight issues as early as possible.	
5. Completion date: 11/072014	
6. Signed (applicant) [REDACTED]	Date: 15/10/2014
7. Signed (supervisor) [REDACTED]	Date: 15-10-14

[REDACTED]

Your Ref:

Our Ref:

Date:

Please ask for:

Direct Dial:

E-mail:

Direct Fax:

[REDACTED]
[REDACTED]
11 July 2014
[REDACTED]
[REDACTED]
[REDACTED]

By post & fax: [REDACTED]

Dear Sirs

Our Client: [REDACTED]

Your Clients: [REDACTED]

Incident Date: 04/12/2013

We write further to the above matter.

We confirm we have received a copy of your Clients' medical reports. We note that to date you have failed to provide any engineering evidence to support damage to your Clients' vehicle.

At present indemnity is reserved. We are not satisfied with the claims presented by your Clients'.

We have received a statement from the driver of your Clients' vehicle who advised that she left her home at around 8pm as she needed to buy milk and possibly her children needed something for school from the local Tesco. She describes needing to leave her home at this time with her children as an "emergency". She advises she was following a third party, but cannot recall for how long, the colour of the vehicle, the make or model, the registration number, whether the lights were on green as she approached the junction, whether the car stopped suddenly or normally, whether it was indicating or what speed she was travelling at. Clearly the driver of your Clients' vehicle cannot recall anything about the lead up to the impact.

All of your Clients have stated that they suffered immediate neck discomfort yet the insured driver states that "there and then, the children were upset but not injured". All of your Clients' have suffered on-going injuries for a number of months, yet neither of their parents considered at any stage to take them to the hospital or to see a GP. We find it extremely surprising your Clients' have allegedly been in pain and suffering for a number of months yet no medical treatment has been sought.

The third party driver has not made a claim for vehicle damage or injury; suggesting that this was either such a minor accident he did not need to make a claim or the accident simply did not occur. It is noted that after the collision your Clients' were driven straight home and the "emergency" trip to Tesco was abandoned. It is noted that the insured driver has no recollection of the third party driver's details and has apparently lost the details that were written down.

We have no offers to make in respect of your Clients' claims for damages. We invite you to withdraw your Clients' claims or issue proceedings. We confirm we act for [REDACTED] only and request they are added as Second Defendant to any proceedings. We confirm the address for service is [REDACTED] LLP, [REDACTED]. Service on any other address will not constitute good service.

Yours faithfully

[REDACTED] LLP