

Name: [REDACTED]

Membership no: [REDACTED]

1. Competency: 3 Learning Outcome: 3.5

Take action to deal with instructions received.

2. Evidence provided:

Email from client and evidence of action taken in response.

3. Outline how the evidence demonstrates you meet the outcome

Identify how to act on client's instructions: The client advised that we should seek to recover debt monies from the other side.

Demonstrate actions taken: A letter before action was sent to the other party, setting out details of the client's claim.

4. Reflection and evaluation (what you learnt from the activity you undertook to meet the outcome), Note: you may want to complete this section at a later date once you have had time to reflect on your practice and experience.

It is important to act in accordance with the client's instructions in order to ensure that the case progresses as quickly and straightforwardly as possible and in accordance with the client's requirements.

5. Completion date: 24.07.2013

6. Signed (applicant)

[REDACTED]

Date: 25.08.2013

7. Signed (supervisor)

[REDACTED]

Date: 2/9/2013

From: [REDACTED]
Sent: 24 July 2013 11:43
To: [REDACTED]
Subject: 7 DAY LBA

Hi [REDACTED]

Can you please send a 7 day LBA to the following.

[REDACTED] and [REDACTED] (He is on the acceptance but not signed, back in 2009)?
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] - now left at the end of Autumn term 2012.

Balance owed is £[REDACTED]. This represents a reversal of payment from SFP of £[REDACTED] plus a small bill of £78.85 on 8th January 2013 for some extras from Autumn term 2012.

These parents have paid by the intermediary School Fees Plan since 2009. They have never defaulted until December 2012 when they requested the final Direct Debit payment back from [REDACTED]. We don't know why.

My attempts to recover have been fruitless.

Regards,

[REDACTED]

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Your Ref:

Our Ref: [REDACTED]

24th July 2013

Dear Sirs

[REDACTED]

We act for the above named Company. You have an outstanding debt due to them in the sum of £ [REDACTED]. Please note that if payment of the outstanding debt is not remitted within 7 days, proceedings will be issued against you without further reference.

Please address all correspondence to us direct. Please ensure any payments are made payable to [REDACTED]

If proceedings are to be issued, they will include all overdue amounts, together with a claim for costs and interest.

Yours faithfully

[REDACTED]