

Logbook name: [REDACTED]

Membership number: [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 take in response	
3. Outline how the evidence demonstrates you meet the outcome	
<u>Identify how to act on Client's instructions:</u> The Client advised that we should settle the claim on best possible terms.	
<u>Demonstrate actions taken:</u> A letter was sent to the Claimant solicitors with an offer of settlement.	
4. Reflection and evaluation	
It is important to act in accordance with the Client's instructions in order to ensure that the case progresses as the Client wishes.	
5. Completion date: 28/04/2014	
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]

28 August 2014

[Redacted]

Dear Sirs

Our Client: [Redacted]

Insured's Driver: [Redacted]

Your Client: [Redacted]

Incident Date: 23/06/2010

We confirm the Part 36 offer in the sum of £[Redacted] gross in this matter is accepted. We have requested a cheque from our client and shall forward same to you in due course.

We have written to the Court to advise that a Part 36 offer has been accepted and that, under the Court rules, the matter should now be stayed. We invite you to write in similar terms.

If you have not already done so, we invite you to send details of the Claimant's costs for our consideration, without prejudice.

Yours faithfully

[Redacted]

[Redacted]
From: [Redacted]
Sent: 28 August 2014 16:04
To: [Redacted]
Subject: RE: Our ref [Redacted] Your ref [Redacted]
VF-ITEM-ID: [Redacted]

Hi J [Redacted]

I agree with your recoomendations.

Regards
[Redacted]

From: [Redacted]
To: [Redacted]
Date: 28/08/2014 16:00
Subject: RE: Our ref [Redacted] Your ref [Redacted]

Hi [Redacted],

The Claimant has rejected our £ [Redacted] offer. They have advised that their costs are in excess of £ [Redacted] (without success fee) which is unbelievably excessive.

I think the best course of action is to accept their Part 36 offer of £ [Redacted] (which is reasonable) and proceed to instruct the costs team to deal with the bill.

I would be grateful for your instructions at your earliest convenience.

Kind regards

[Redacted]
[Redacted]
[Redacted]
[Redacted]

From: [Redacted]
Sent: 27 August 2014 10:08
To: [Redacted]
Subject: Our ref [Redacted] Your ref [Redacted]

Hi J [Redacted]

Apologies for the delay in responding.

We agree with your recommendations to make a calderbank offer of £ [Redacted] to include claimant damages and costs with the authority to negotiate this upto £ [Redacted]

Regards


Please consider the environment - Think before you print