

Our Ref: DEF/C/78312/193/CCL
Your Ref: S28453

CONTESTED DEFENCE/CC
LLOYDS CHAMBERS
19-21 SEAVIEW ROAD
WALLASEY
CH45 4TH
All calls may be recorded
and monitored
Tel : 0151 630 8075
Fax : 0151 630 8076
Fax :

MR CARPET LIMITED
32 RIVERSIDE ROAD
LONDON
SW17 0BA
FAO DAVID GUYAN

V.A.T. REG No: GB 243 0890 18
DX20063 WALLASEY
defence@thomashiggins.com

17/11/2016

Dear Sirs,

Re : MR CARPET LIMITED V MRS S SCHREITER
A/c: S28453
Case No. : C9AA0Q4M

The progress of this action means that it cannot be dealt with by our computerised debt collection process because a Defence and/or Counterclaim or Part Admission has been filed. It has therefore been allocated to our Defence Department to progress the matter on your behalf. The Defence Department will write to you within the next few days.

To allow the file handler the opportunity to review the file we would ask that you please do not call this office on receipt of this letter/email. Please be assured that we will contact you shortly. If you are a web client any communication we may have received will be available to view on our secure website.

As the action is now with the Defence Department, our standard professional charging rates **MAY** apply (depending on our involvement/complexity). A note detailing these is enclosed for your information. For the avoidance of doubt should, upon the file being reviewed, it be necessary to take action which will incur costs we will write to explain what steps are required and the costs which will be incurred and to agree these with you before taking such action.

Clients often telephone to ask for an update on the progress of their cases. Please understand that this firm's objective is to progress your case as quickly and efficiently as possible indeed we will automatically forward to you any correspondence, payments, telephone calls etc on the day we receive them. To enable us to continue to provide an efficient service we would ask that **you refrain from telephoning for an update**, providing updates on the telephone causes duplication and can be time consuming. However, we would like to re-assure you that return calls will be made as soon as we are able to do so alternatively, we will respond in writing should we feel it appropriate to do so. We will be in touch with you within the next 48hrs.

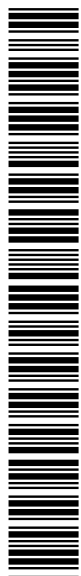
Please note, that any instructions or information must be provided to us in writing either by logging onto our website at www.thomashiggins.com, via email, fax or post. We are unable to accept verbal instructions over the telephone.

Please rest assured we will contact you and advise you of the status of your Claim at every key stage.

Your patience, cooperation and support in this regard is greatly appreciated so that we may achieve our goals and continue to provide you with a first class, cost effective and efficient service.

Yours faithfully

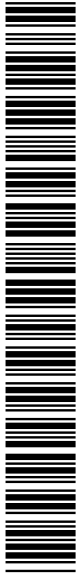

Thomas Higgins



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THOMAS HIGGINS LIMITED

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