

## **TRANSFER OF THIS MATTER TO THE DEFENCE DEPARTMENT**

This matter has been referred to the Defence Department, the Head of Department is Andrea Prowse, Solicitor of the Supreme Court of England and Wales who has the overall responsibility of this matter.

### **Who Will Be Dealing With Your Case?**

In the Defence Department we work in teams, with one person having the overall responsibility for the day to day conduct of a case but being assisted by other people as necessary. This helps keep costs down as it allows the work to be done by the most appropriate person. The Defence team consists of experienced legal clerks.

Please note the change of reference and fax number as follows:-

**Reference : DEF/C/78312/193/CCL**

**Phone Number: 0151 630 8075**

**Fax Number : 0151 630 8076**

**Email: defence@thomashiggins.com**

To ensure this matter is dealt with quickly, please ensure the above reference and contact options are used for any further communication in relation to **this particular case**.

Now that the file has left our computerised Debt Collection Department it will receive different treatment, in terms of what has to happen to it. As you know, it is the practice in our computerised Debt Collection Department, to have fixed costs for everything so that you know where you stand and that is the essential cornerstone of our successful philosophy of delivering a cost effective Debt Collection Service to the market place.

However, when a matter ceases to be straight-forward, either because it has attracted some sort of complexity or requires advice, the file has to be taken out, thought about, all aspects considered and the claim has to be processed in a new direction. Because of this, quite clearly there will be work involved for us and therefore, possibly further charges involved for you.

We will deal with the matter as speedily and as economically as possible on your behalf. So it is important that we should point out to you that as from this stage, now that the action has changed its character and is no longer a computerised Debt Collection case further charges may apply to some of the work we carry out. We will continue to apply fixed costs and you will receive advance notice of the charges. No work will be carried out without your prior authority.

As in our Debt Collection Department, we can only accept written instructions in all matters and therefore we must ask you to put your instructions on the fax to the number quoted above, or by email, or in the post rather than telephone.

***Please be assured that it is as much in our interest, for the matter to be dealt with speedily and economically.***