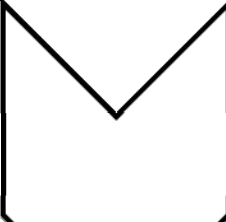


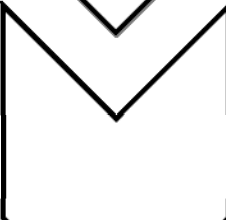
## NEGOTIATION PROCESS



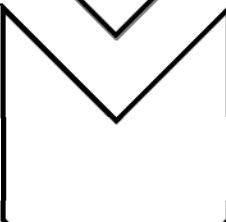
•Instructions received from Client




•File booked in and acknowledgement letter sent to Client




•File costed and sent to the Defendant no later than 3 working days of receipt of file



•Weekly updates provided to Client



•If settlement is achieved within 28 days from sending the costs to the Defendant, then file to be returned with cost report and acceptance letter. Letter of acceptance to specify payment time and this is to be backed up by either a letter or telephone attendance note. To revert to client if Defendant specifies a payment term longer than 21 days.



•If settlement cannot be achieved within 28 days on an informal basis then to take final instructions from Client prior to preparing a formal Bill of Costs.