

Firstly, an apology. I was instructed in mid December and having spoken with my client drafted a letter to you that was to be sent in hard copy form from my office confirming my instruction. That letter was due to go out on 23 December but unfortunately was not printed and sent out (I currently work remotely) to you. My apologies for the delay therefore which was Covid and Christmas related. I hope that all further communications can be by email?

Turning to your claim itself I note that in your letter you referred to documentation and evidence being completed, presumably that means collated by you. I assume you will then send a Letter of Claim setting out in detail the basis of what I assume is a claim for compensation? Can you please confirm and give me a timescale as to when the Letter is likely to be received by me? Once received, I can consider with my client the way forward.

I anticipate this will be a complex matter and my preferred method of communication is by email to ensure clarity of expression and provide a record of what our respective positions and understandings may be.

I hope you might agree that this is the best way forward and I look forward to hearing from you.

Kind regards

**David Knapp**

Partner – Claims Solutions Group

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***Following the Government's measures aimed at preventing the spread of Covid-19, our colleagues are working from home and are well equipped to work remotely. Where possible, please communicate with us by email or phone, so that we can respond to you efficiently.***

***If you need to serve a document please contact us directly, unless we have previously confirmed to you that we will accept service by email.***

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