

# *trust*mediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

[www.trustmediation.org.uk](http://www.trustmediation.org.uk) [info@trustmediation.org.uk](mailto:info@trustmediation.org.uk)



Trust Mediation Limited  
218 Strand  
London  
WC2R 1AT

## **Sir Henry Brooke - Testimonials**

"Patient, very thorough and calming."

"Authoritative and good at controlling dominant personalities."

"The mediator covered a lot of ground which made the settlement ultimately possible."

"Sir Henry's mediation skills were excellent; he facilitated a settlement when we feared we would not reach one."

"A wonderful job in unpromising circumstances."

"Just a short note of thanks for your professional and kind approach to the mediation yesterday."

# *trust*mediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

[www.trustmediation.org.uk](http://www.trustmediation.org.uk) [info@trustmediation.org.uk](mailto:info@trustmediation.org.uk)



Trust Mediation Limited  
218 Strand  
London  
WC2R 1AT

## **Frances McCarthy - Testimonial**

The Master of the Rolls, claimants' and defendants' solicitors, counsel and leading insurance claims directors and managers have publicly endorsed the mediation skills of mediators Tim Wallis and Frances McCarthy of Pattinson & Brewer regarding the personal injury/insurance industry costs mediations carried out for the Civil Justice Council.

"I applaud all those who have contributed to this success, in particular to Tim Wallis and Frances McCarthy who have brought this stage to a successful mediated conclusion".

**Lord Phillips of Worth Maltravers, (then) Master of the Rolls, welcoming an agreement ending an aspect of the 'costs war'.**

# trustmediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

www.trustmediation.org.uk info@trustmediation.org.uk



Trust Mediation Limited  
218 Strand  
London  
WC2R 1AT

## Tim Wallis - Testimonials

The Master of the Rolls, claimants' and defendants' solicitors, counsel and leading insurance claims directors and managers have publicly endorsed the mediation skills of mediators Tim Wallis and Frances McCarthy of Pattinson & Brewer both in relation to general mediation work and training and regarding the personal injury/insurance industry costs mediations carried out for the Civil Justice Council.

"I applaud all those who have contributed to this success, in particular to Tim Wallis and Frances McCarthy who have brought this stage to a successful mediated conclusion".

### **Lord Phillips of Worth Maltravers, (then) Master of the Rolls, welcoming an agreement ending an aspect of the 'costs war'.**

"When I was an officer with APIL, I was involved with negotiating success fees in respect of road traffic and accident at work cases. This was under the auspices of the CJC. One of the mediators involved was Tim Wallis. I was very impressed with the way he conducted his work. He was very approachable, helpful, certainly had extensive knowledge of personal injury work. I would have no hesitation in agreeing to him being a mediator in a personal injury case in which I am involved".

### **Colin Ettinger, Partner with Irwin Mitchell, Past President of APIL. (2007)**

"Following Tim's contribution to the CJC mediated success fee negotiations, in which Zurich were an active participant, it was a natural progression to utilise his experience and expertise, to guide us through the initial stages in setting up our own initiative. The training and guidance he has delivered has enabled us to focus on the key areas of opportunity, and this, combined with his enthusiasm and knowledge, has provided us with a route map for the future."

### **David R Southwell, UK General Insurance Personal Injury Claims Manager, Zurich Insurance (2007)**

"My experience of both Tim Wallis and Frances McCarthy comes primarily as a result of my involvement in the Fixed Success Fee negotiations under the auspices of the Civil Justice Council. I have no doubt that their involvement as mediators and go-between's was a key element in the successful outcome. Both were even handed, clear and insightful. I am certain that their skills as mediators will continue to assist in the resolution of many disputes in the future."

### **Martin A Bare, Morrish & Co; President, APIL. (2007)**

"I have seen the mediation skills of Tim Wallis and Frances McCarthy at close hand on several occasions. The negotiations with which we have been involved have been complex and sensitive with considerable implications for legal service providers and Government. Mediation has been an effective and successful tool to deploy in these circumstances."

### **Robert Musgrove, Chief Executive, Civil Justice Council (2007)**

Registered Office 218 Strand  
London WC2R 1AT  
Company Number 6375267  
(England and Wales)  
Chairman Sir Henry Brooke

# trustmediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

www.trustmediation.org.uk info@trustmediation.org.uk



Trust Mediation Limited  
218 Strand  
London  
WC2R 1AT

“Overall I was very satisfied with the way the mediation went. The settlement seemed to me to reflect the relative strength and weakness of each party’s case... I would certainly consider recommending your name to a solicitor when next involved in a mediation.”

**Counsel, land dispute. (2006)**

“I was very grateful for your assistance at the mediation last week. The matter would not have settled without your help.”

**Solicitor, professional negligence claim. (2007)**

“The Civil Justice Council have used a less adversarial route to change. Tim Wallis, as defendants’ solicitor, and Frances McCarthy, as claimants’ solicitor, have been mediating costs disputes in the industry - a really innovative approach. Don’t automatically go to court. Think about mediation. It might be the right approach.”

**Dominic Clayden, Director of Technical Claims Services, Norwich Union, giving the keynote presentation at a conference on 16 2 05.**

“I don’t think that as an industry we actually use mediation enough. There is much, much more opportunity to actually prevent litigation and use mediation as a tool. I am going to embarrass Tim (Wallis) now because he is an accredited mediator and I have actually seen him in action and he is fantastic – you should speak to this guy and get a view on it because it is something that can be used very effectively.”

**Graham Gibson, Claims Director, Groupama, addressing a “Post Magazine” conference on 24 11 04.**