

6 Oaklands Way
Fareham
Hants
PO14 4LE

1st November 2021

Your client: Mrs Bernadette Rogers
Re: Estate of Mrs U.L. Wills
Your ref: WC/3885
Reference: your pre action letter of claim

Mr Couchman

This is not my substantive response to your pre action letter dated 15th October, instead it is a request for clarification.

Your letter includes a chart titled 'Care costs for Ursula wills' (sic). This is a new document that you have not previously provided. The chart seems to be attached after your letter dated 26th July 2021 but is unreferenced anywhere in the document. Your letter of 26th July 2021 did NOT include that chart. This new chart does not match the one you previously sent on 15th July 2020. Please explain.

Please confirm that, as shown in the table, your client was charging £67 per day for child care for her own grandchildren.

Please confirm your assertion that Maryanne's offer was £20,000 pa as shown in the table.

Please confirm that in the column titled 'Expenses' you are allocating £24.28 and £34.28 per day for a carer's food allowance. Please explain why the values differ.

Please confirm that you mean an anonymous nursing home in Sleaford rather than in Sleeford as shown in the table.

Please clarify in column titled 'total cost', what is meant by 'Discounted invoice (-X%) or £86 pd.

In your letter, section titled 'Admission to pay expenses', your point 20, the table of expenses does NOT add up to £38,928.97 as you have shown. Please explain how you managed to get it wrong.

These points above together with your letter's referral to a "*Mrs Ursula's will*" and the other errors previously highlighted in my initial response to you dated 29th October prove that your work is of poor quality therefore I will not waste any more time on it in its current form.

I assume from you sending your email on Monday 25th October at 19:47, that you are working long hours, but this does not excuse such poor quality.

Please rewrite the letter, this time with diligence and accuracy, and then resend it to me.

Yours sincerely

A.J.Wills