Sample Solicitors
Address 1
Address 2
Address 3
Postcode

Date: 01 March 2010

Your ref: DEF/BFC/12/345

Our Ref: ACC9128

Inspector: Jack Jones

Claim Technician: Joe Bloggs

"Client interviewed"

Dear Sirs

Re: Client: Miss Sally Smith
**   Accident Date: 10 February 2009**

We are pleased to confirm that we have interviewed your Client and as such we are pleased to offer our findings to you as follows.

CLIENT

Sally Smith is 36 years of age. At the time of the accident she was working as bar staff at the Red Lion Pub in Bristol.

She was open and helpful throughout the interview process and answered all questions asked of her. She does seem to be believable and reliable and we are inclined to accept that she did indeed slip upon a spillage on some stairs.

<u>**HER EVIDENCE**</u>

We would refer you to the detailed and comprehensive statement attached hereto, the principal points of which we would like to highlight as follows.

a. Accident Circumstances

- She was working at the time of the accident. She is vague regarding the date of the incident and the statement will certainly require amendment in that regard (paragraphs 2 and 3).

- She had been working there for around 2 ½ years as bar staff and had commenced her shift at 8:00 pm. The incident occurred at around 1.00 – 1.30 am when she was on the way to take a break.

- There are stairs inside the pub and she was walking down them in order to take a break outside the pub. The stairs are around 20-25 steps and is a metal staircase, with all the steps having raised metal grips on them. The steps are inside the building and the staircase is accessible to anyone who attends the pub. She seems to think there is a hand rail fitted.

- As she walked down the stairs she was not carrying anything and she was wearing flat pumps. She had come down a few steps when she slipped backwards and fell. She slipped down a few steps and her elbows crashed down onto the steps she had slipped on.

- When she stood up she noticed there was something wet on her right arm and she wiped it. She had not looked carefully to see what it was. She had not tripped on anything, she had definitely slipped. There was no broken glass on the step to her knowledge.

- She was approached by a colleague and told that her arm was bleeding.

- She was taken to the First Aid room and the Duty Manager, John, suggested she go to hospital. It is not known if arrangements were made to clean up the spillage.

- She journeyed to hospital by taxi.

b. Quantum

- At hospital she had a hole in her elbow which was stitched and bandaged. She then went home.

- She went to work the next day as she could not afford to lose any earnings.

- She did not receive any further treatment, but still suffers with pain as a result. Her elbow has not fully recovered and she feels as if there is something inside the site where the hole was. She is also left with a scar. She would like an x-ray to see if there is anything inside her wound.

- Her elbow does ache from time to time and is uncomfortable.

OPINION/RECOMMENDATION

Your Client understands that the Accident Book was completed and you will no doubt wish to obtain sight of that. You will also, no doubt, put your Client's employers to task with regard to evidencing their cleaning regime, in evidence on the night in question, although it is worth noting that the staircase in question, had unhindered access for any revellers in the pub at that material time.

Your Client did not know exactly what she slipped on but was quite adamant it was a slip rather than a trip.

TIME SHEET

We can confirm we have been engaged on this file as follows:

- Administration   -   40 minutes
- Interview with your Client -   1 hour 20 minutes
- Technical compilation   -   50 minutes
- Finalisation   -   20 minutes

ENCLOSURES

We enclose the following:

- Typed version of the draft statement that we have taken.

- A note of our fee.

If we can be of any further assistance, we hope you will not hesitate to let us know.

Yours faithfully