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21 November 2018

To whom it may concern:

I provide this reference for Wayne Murrell in my capacity as Principal Adjudicator at Centre for Effective Dispute Resolution (CEDR). I have responsibility for the panels of adjudicators, arbitrators and mediators that CEDR maintains for the purpose of resolving disputes between consumers and traders.

Wayne worked with CEDR between November 2017 and November 2018.

Wayne completed arbitration mentorship with CEDR, which involves completing a number of arbitration cases under the supervision of experienced arbitrators on the Association of British Travel Agents (ABTA) Arbitration Scheme. The arbitrator-mentors gave me their personal feedback on Wayne's performance across the cases he dealt with, and he was found to have met all of the standards for admission to CEDR's Panel of Arbitrators. In addition, all of Wayne's arbitral awards were issued in a timely manner.

Yours sincerely

A handwritten signature in black ink that reads "Tom Earley". The signature is written in a cursive style with a horizontal line underneath the name.

Tom Earley  
Principal Adjudicator