

MESSRS  
NGEOW  
LAW  
PRACTICE



NGEOW LAW PRACTICE  
ADVOCATES & SOLICITORS

# ALTERNATIVE DISPUTE RESOLUTION HANDBOOK

*Guidelines to resolving disputes effectively*



# TABLE OF CONTENTS

**OVERVIEW**

**1**

**OUR MILESTONES**

**2**

**ADR STAGES**

**3**

**OUR ADR TEAM**

**4**

**OUR CONTACT**

**5**

# NGEOW LAW PRACTICE ALTERNATIVE DISPUTE RESOLUTION



## ***Overview***

ADR DEPARTMENT OF NGEOW LAW PRACTICE

Our adept ADR professionals bring a wealth of experience and legal acumen to navigate complex disputes with efficiency and integrity. Committed to fostering collaborative solutions, we specialise in dispute resolutions with by mediating and arbitrating disputes across various industries. With a focus on minimising legal complexities and achieving swift, fair outcomes, our ADR team stands as a beacon of innovative resolution strategies. Our ADR team is well known for their expert guidance and a proven track record of successful dispute resolution.

# OUR MILESTONES IN ALTERNATIVE DISPUTE RESOLUTION



- **Successfully represented Client in resolving shareholders dispute in a F&B establishment through mediation (RESOLVED)**
- **Successfully represented a Contractor Client for recovery of debt worth RM1,700,000.00 with a reputable developer by way of meetings and without going through conventional litigation methods (RESOLVED)**
- **Successfully represented a Client for recovery of debt worth RM250,000.00 with the assistance of mediation (RESOLVED)**
- **Representing a Management Corporation of Strata Building in designing self sustaining structure and procedure for recovery of outstanding charges worth approximately RM500,000.00 (ONGOING, 20% recovered)**
- **Representing an Estate Client in a durian plantation dispute worth RM2,400,000.00 to be resolved by way negotiation and settlement (ONGOING)**
- **Representing a a reputable developer client in a settlement negotiation with a state government (ONGOING)**





# ALTERNATIVE DISPUTE RESOLUTION STAGES

## 1 PRELIMINARY STUDY

Client to provide all documents and information in relation to the dispute. Our ADR Team to study the materials provided, conduct relevant searches, identify commonly agreed facts and the sting of the disputes. Meetings with Clients physically and exchange of emails for clarification will take place.

## 2 EXECUTION STRATEGY PLANNING

Our ADR Team will present and propose an execution plan and strategy to the Client on the ADR exercise. Clients to go through the plan and approve via meetings and emails.

## 3 INITIATE COMMUNICATION

Our ADR Team will kick start the approved plan. Most of the time the first action will be engaging with the other side through correspondences. A series of exchange of correspondences may take place in order to allow parties to be on the same page of the dispute.

## 4 MEDIATION MEETING

Once both side have reach a meet of mind to resolve the dispute amicably, a meeting will be proposed to discuss and agree on the details or terms of the agreed solution. Parties can also discuss and agree on the terms through correspondences. Sometimes, a formal mediation session maybe necessary to conclude the solution for the dispute.



## OUR ADR TEAM



Ms NGEOW CHOW YING  
Managing Partner, NGEOW LAW PRACTICE  
Managing Director, ADR Team

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Mr SATIS KUMAR  
COO, NGEOW LAW PRACTICE  
Chief Executive Director, ADR Team

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Ms JOYCE LIM  
Paralegal, NGEOW LAW PRACTICE  
Assistant Executive Director, ADR Team



## OUR CONTACT

If you wish to know more about Alternative Dispute Resolution, our ADR Team or if you wish to engage us, please feel free to get in touch with our ADR. Our contact details are below:

### **MESSRS NGEOW LAW PRACTICE**



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