



CEDR Accreditation: 2018

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Languages: English

Location: United Kingdom

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Client Feedback

Suzanne Tager

Overview

Suzanne Tager has over 17 years' experience of dealing with and resolving high-value, multi-jurisdictional, cross-border, commercial disputes both domestically and internationally; 14 years of which were spent working at a top global law firm.

Suzanne is a highly accomplished full-time commercial mediator and is well placed to assist with disputes in a range of commercial sectors including banking and finance, contentious insolvency, general commercial, corporate, commercial fraud, private client, intellectual property, insurance, employment, real estate, education, consumer, professional negligence and ESG.

Professional Background

Suzanne trained with Lovells (which became Hogan Lovells) in London, qualifying into its market leading commercial litigation practice, where she became a senior member of the team. During her time at the firm, she also completed secondments to the New York office and to the group litigation team at Standard Chartered Bank.

As a litigator, Suzanne's clients were generally multi-national corporations, banks, financial institutions, insolvency practitioners and high net worth individuals. The disputes she advised on were typically multi-jurisdictional, usually with an international element.



They were predominantly banking and finance, contentious insolvency, director and/or shareholder, commercial fraud or general commercial disputes.

Suzanne mediates a wide variety of commercial disputes drawing on her extensive experience of dispute resolution and her deep understanding of negotiation, influence, psychology and decision-making gleaned from research, seminars and a Certification in Negotiation from Yale University. Suzanne writes and speaks regularly on mediation and gives masterclasses on preparing for and navigating mediation to law firms and in-house teams throughout the UK.

Outside of her work as a mediator, since January 2020, Suzanne has served as Chair of Governors of a primary school. During her tenure, she has helped to recruit a new Headteacher, guide the school through the challenges presented by Covid and support the school with its integration into a Multi-Academy Trust.

Expertise

- Banking, Finance & Capital Markets
- Commercial Contracts
- Commercial Fraud
- Contentious Insolvency
- Company, Shareholders & Directors
- Employment & Workplace
- IP, IT, & Telecoms
- Landlord & Tenant
- Neighbour Disputes
- Professional Negligence
- Property & Construction
- Sales of Goods & Services

Dispute Experience

Suzanne is comfortable mediating a wide range of commercial disputes. Her dispute resolution experience is predominantly focused on banking and finance disputes, disputes arising out of contentious insolvency, commercial fraud, director and/or shareholder disputes and general commercial disputes. As a result, Suzanne has an impressive understanding of the key commercial and legal issues in those areas, providing a useful background when mediating disputes.

Her breadth of experience extends from these areas to a number of other practice areas including, private equity, real estate, pensions, IT, Intellectual Property, professional negligence, education, consumer, workplace and neighbour disputes.

Banking and Financial Services

- Claim brought by an investment bank against its former customer over the obligation to pay a £multi-million fee.
- Dispute between two investment banks in respect of the assumption of £multi-million loan obligations under an LMA Agreement.
- Claim by a hotel entrepreneur against an asset management agency alleging the wrongful transfer of £multi-million debts from the asset management agency to a third party. (Leisure)
- Claim by an investment bank against its collateral managers in relation to US\$250 million worth of commodity exposure to an alleged metals financing fraud in two Chinese ports, involving complicated commodity finance arrangements. (Fraud)
- Dispute between a sovereign wealth fund and a former investment manager in relation to US\$80 million of misappropriated funds. (Fraud)
- Claim by a named beneficiary under a US\$multi-million letter of credit against the issuing bank citing the applicant's failure to comply with its payment obligations.
- Dispute between two investment banks regarding cancellation of £multi-million hard copy guarantees.
- Six months on secondment to Standard Chartered Bank's group litigation team with responsibility for the day to day management of the bank's claims in respect of a high value Middle Eastern bank fraud. (Fraud)
- Dispute between investment bank and major retailer regarding an alleged breach of covenant in a £multi-million loan agreement.

Capital Markets

- Claims and counterclaims by an investment bank and its Taiwanese customer in relation to alleged breaches of US\$multi-million ISDA Agreements.
- Dispute under a multi-billion dollar synthetic CDO programme involving parallel claims in London and New York concerning the validity of widely used priority provisions within CDO documentation. (Contentious insolvency)
- Claims concerning creditor entitlements following the collapse and restructuring of the first structured investment vehicle (SIV) to call in receivers following the credit crunch, focusing on the different interpretations of complex governing documentation. (Contentious insolvency)

- Dispute between the administrators of a major bank and a counter party to a contract for difference, in connection with a claim under an ISDA Agreement. (Contentious insolvency)
- Claims by creditors at all levels of the 'waterfall' as to priorities in relation to the largest of the SIVs which collapsed into receivership in October 2008. (Contentious insolvency)

Contentious Insolvency

- Dispute between the administrators of a retail wholesaler and the company's former customers in respect of £multi-millions of unpaid invoices said to be due to the estate. The case involved the lending banks, the insurers and the creditors of the insolvent wholesaler. (Retail)
- Claims by a Cypriot company in liquidation against Ukrainian former directors regarding alleged misappropriation of US\$400 million. (Fraud)
- Disputes between the administrators of a UK retail company and the company's former suppliers in relation to retention of title issues. (Retail)
- Claim by a German company against a UK company in administration in respect of retention of title claims.

General Commercial

- £multi-million breach of contract claim between a FTSE 250 coach company and a former operator, involving allegations of wrongful termination and complex breaches of transport law. (Leisure)
- Dispute between an English airplane engine repair company and a Russian company regarding £multi-million unpaid invoices and the right to the power of sale of retained engine parts.
- Dispute between senior secondees of a multi-national consortium, including a FTSE 100 company, regarding compliance with internal policy and procedures. (Workplace)

Company, Shareholder & Director

- Dispute between the chairman and the CEO of a FTSE 250 hotel company, focusing on the extent of the CEO's control and the Chairman's level of influence over the company. (Leisure)

- Multi-jurisdictional claims between two individuals regarding the ownership and control of a hedge fund and other assets worth approximately US\$500m held through a complex structure of offshore corporations and trust vehicles.
- Dispute between directors/shareholders of a company regarding a proposed merger with a competitor.
- Claims and counterclaims between a prominent Russian businessman and a major AIM listed company (in which he was a major shareholder) alleging improper use of company funds, involving worldwide freezing orders and serious allegations of fraud. This was a complex and multi-jurisdictional matter involving proceedings in England, the BVI, the Isle of Man, Jersey, Cyprus and Russia. (Fraud)
- Dispute between the directors/shareholders of a £multi-million property company regarding the future ownership of the company.
- Dispute between the directors/shareholders of a recruitment company regarding the departure of two of the directors/shareholders.

Private Equity

- Claim by a purchaser of a fibre optic company against the former management, involving allegations of multiple breaches of the warranties in the SPA regarding the accuracy of the target companies' accounts which were said to have resulted in £multi-million losses.
- Dispute between a private equity house and the purchaser of a business regarding the scope of complex indemnity provisions in an SPA with respect to a potential £multi-million exposure.

Intellectual Property and IT

- Dispute between a German company and a UK company regarding ownership of a carbon fibre related patent.
- Claim by a bank against its former IT contractors regarding breach of contract and allegations of fraud.
- Dispute between a bank and its Korean IT contractor with respect to allegations of breach of contract and failure to adhere to agreed technical specifications said to have led to US\$multi-million losses.
- Dispute between group of restaurants and their former IT contractor alleging breach of contract and counterclaims for loss and damage resulting from the withholding of access codes.

Pensions

- Dispute between pension trustees and an investor in a pension fund regarding alleged incorrect tax advice given by the pension fund, said to have resulted in significant tax losses.
- Claims between the US, Canadian and EMEA bankruptcy entities of a former multinational telecoms group regarding the division of the \$4.5bn proceeds of the sale of assets of the group and the obligations to the UK pension scheme.

Real estate

- Dispute between builder and homeowner involving allegations of inadequate workmanship and breach of contract. (Professional Negligence)
- Dispute between homeowner and two surveyors, each of whom was insured, regarding allegations of professional negligence. (Professional Negligence)
- Dispute between an architect and a property developer involving allegations of inadequate workmanship, professional negligence and losses resulting from delay. (Professional Negligence)
- Dispute between the vendor and purchaser of commercial property regarding the impact of Covid-19 pandemic on both the purchase price and the completion date.
- Dispute between landlord and tenant regarding non-payment of rent and allegations of a failure to adequately maintain the property.
- Dispute between a contractor and a property developer regarding allegations of inadequate workmanship and breach of contract. (Professional Negligence)

Neighbour

- Various disputes between neighbouring families relating to noise disturbance and anti-social behaviour.
- Various disputes between neighbours involving allegations of intentional harassment made to the police, abusive remarks and threatening behaviour.
- Various disputes between neighbouring families involving allegations of anti-social and aggressive behaviour where reports had been made to social services.

Workplace

- Dispute between senior employees and CEO regarding allegations of bullying and undermining behaviour which was having a negative impact on team dynamics and relationships.

- Dispute between CFO and senior employees regarding allegations of inappropriately aggressive behaviour and gas lighting which was impacting the organisation's ability to agree budgets and work collaboratively.
- Dispute between senior employee and CEO regarding accusations of inappropriate and undermining workplace behaviour which was causing the employee stress and anxiety and was making their role in the organisation untenable.

Consumer

- Various disputes between funeral providers and customers involving allegations of misconduct and professional negligence. (Professional Negligence)
- Multiple disputes between funeral providers and customers regarding allegations of gross negligence. (Professional Negligence)
- Various disputes between funeral providers and customers regarding allegations of misrepresentation.
- Dispute between a business and a customer regarding products which were allegedly not fit for purpose.
- Dispute between a business and a customer regarding allegations of gross negligence. (Professional Negligence)
- Dispute between a business and customer regarding allegations of breach of statutory guidance and misrepresentation.

War crimes/humanitarian

- Dispute between an international oil company and the Swedish Prosecution Authority as to whether present or former directors, officers, or employees aided and abetted an African government in committing war crimes and other violations of humanitarian law.
- Claims before the US federal court advanced by Sudanese individuals and entities alleging an international oil company's complicity in the Sudanese Government's human rights abuses in the area of the oil company's oil concession in southern Sudan.

Personal Style

- Suzanne is routinely commended on the speed at which she assimilates the background information surrounding a dispute and gets to grips with the commercial complexities and legal issues involved. During the mediation process she draws on this knowledge to provide commercial and strategic observations and direction.

- “Suzanne has a very approachable manner combining friendliness, confidence and where appropriate professional toughness.” She “has excellent interpersonal skills” and prides herself on her ability to build rapport with lawyers and lay clients at all levels within an organisation. Her clients value her strong analytical and negotiation skills and her creative approach to thinking through difficult issues.
- Suzanne quickly gains her clients’ trust and confidence, “is entirely pragmatic and good at understanding a client’s ultimate goal.” She has a relaxed manner, is calm, composed and organised, bringing a positive energy and good humour to the mediation process.

Feedback

- *“Suzanne has a very approachable manner combining friendliness, confidence and where appropriate professional toughness.”*
- *“Suzanne is entirely pragmatic and good at understanding a client’s ultimate goal.”*
- *“Suzanne has excellent interpersonal skills and demonstrates good judgment, competence and confidence.”*
- *“Suzanne gets on top of the issues commendably quickly.”*
- *“Suzanne is a natural at mediation.”*
- *“Really enjoyed working with Suzanne on this tricky case. I think we worked really well together, breaking the case down and agreeing a route forward... to reach a resolution. I found Suzanne really easy to work with, very organised and I was very impressed with the way she conducted herself with my counterparts.....to help bring some closure. I will look forward to working with Suzanne again.”*
- *“Outstanding service and would like to thanks Suzanne personally as she was very empathetic.”*
- *“I’ve already written to Suzanne Tager congratulating her on her grasp of the case and our situation. She was professional and helpful.”*
- *“Suzanne dealt with a mediation recently for a client. Suzanne got to the crux of the dispute quickly. She was able to mediate with a particularly adversarial opponent to achieve a resolution the client was happy with. The only way to describe Suzanne is cool, calm and collected. She is patient and methodical. I hope I get to work with her again in the future!” -*
- *“Thank you very much for your patience, time and skill in this process. I recognise an expert when I see one.”*



Professional Skills

- 2005: Joined Lovells as a trainee, completing seats in Capital Markets, Dispute Resolution, M&A (NY) & Banking.
- 2007: Admitted as a solicitor in England & Wales and qualified into commercial litigation at Lovells.
- 2010: Obtained higher rights of audience.
- 2018: Accredited as a Commercial mediator with CEDR.
- 2019: Accredited as Community Mediator with CALM.
- 2021: Yale University Certificate in Negotiation.

Memberships

- CEDR Panel Mediator
- CMC Registered Commercial Mediator

