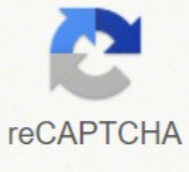
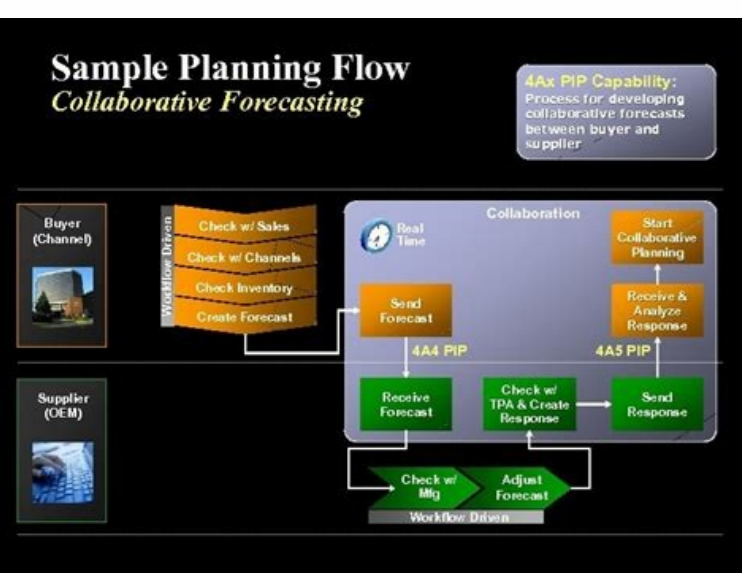




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**Next**



← Home  **Let's Beat COVID-19**

# Thank you

Thank you - you're helping to beat COVID19!

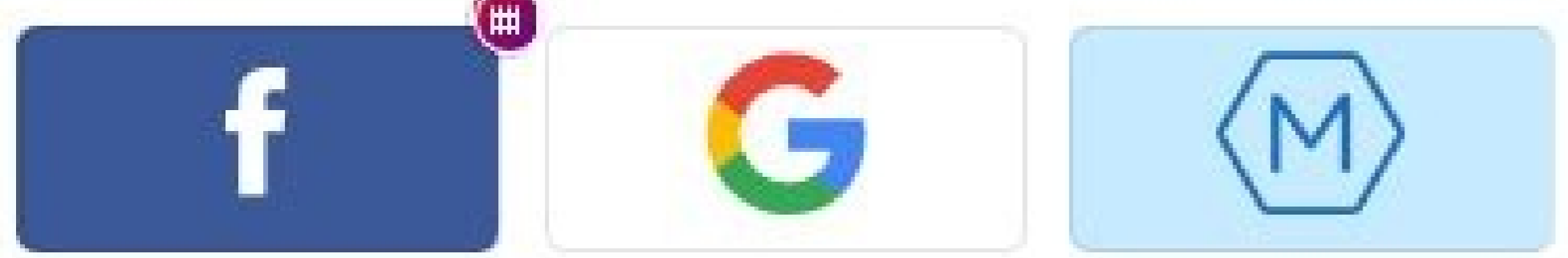
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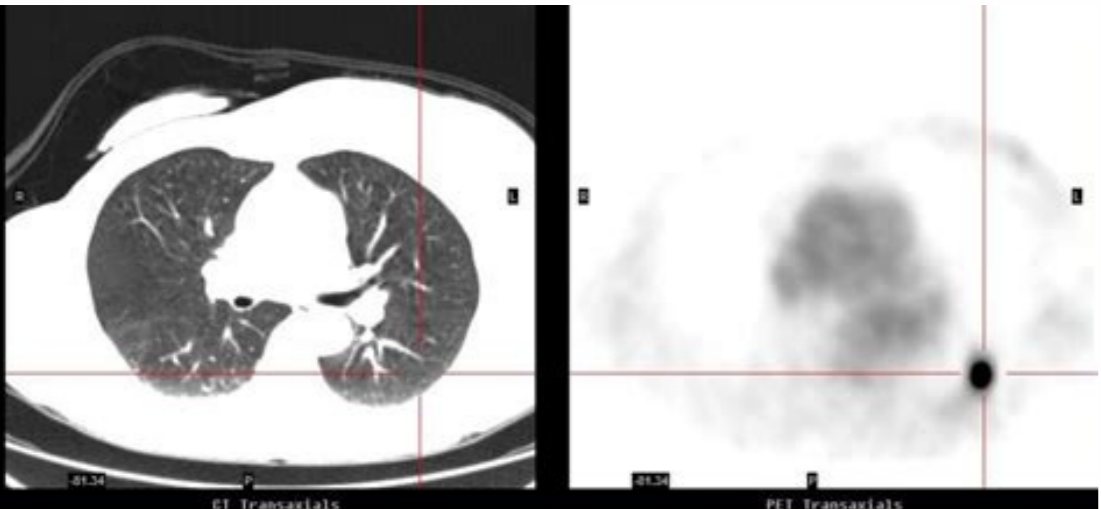
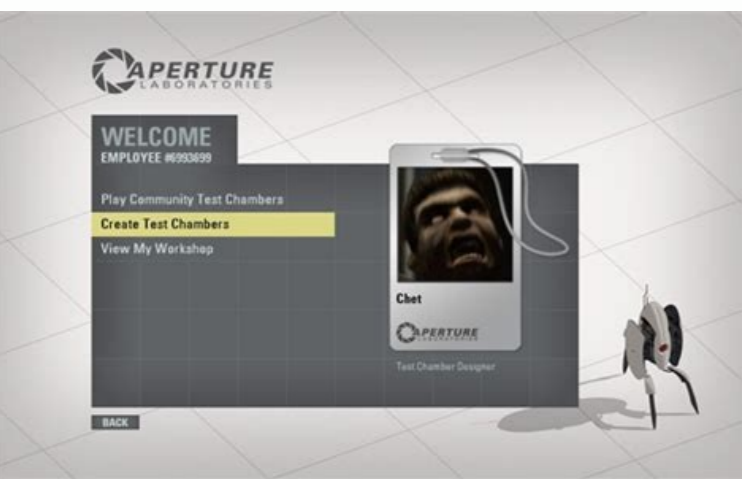
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claim back. - If a bus passenger, details of the bus you were in. - the registration number of the vehicle you were in or it's make, model and colour. - these include your own insurer or legal adviser, although you may need to pay for a legal adviser's services. Before you start your claim you should also have available: - any supporting documentation to upload (for example receipts or reports). Investigation After you've submitted your claim, Official Injury Claim will pass this to the insurance company that covered the driver you believe was responsible. If I decide to go to court, what should I do? - a 'Guide to Making a Claim' is available here. Why will I need an appointment with a medical expert? These include your own insurer or legal adviser, although you may need to pay for a legal adviser's services. They must also explain the details of any charges. Offer Once you have resolved who was responsible for the accident with the compensator and have provided evidence of your losses or injuries, you should be offered compensation for your claim, which you can choose to accept or challenge. How long will it take to complete a claim? Can I use Official Injury Claim for all road traffic accidents? 4. We'll ask you about your claim, including: where and when the accident happened injuries you have as a result the vehicles involved and who you think was responsible 2. For more information, see our Guide to Making a Claim here. Official Injury Claim is free for you to use. The most common injury after a road traffic accident is a whiplash type injury to the neck, back or shoulders. Your first step is to estimate the value of your claim to see if you should be using Official Injury Claim. Most claims will only require one report, but some might need more which will take longer. - Offer - once you are in a position to ask for an offer, the compensator has 20 business days (3 weeks) to make a first offer. - Close claim - once you have agreed a final settlement, payment should be made within 10 business days (2 weeks). What happens if the compensator does not accept my claim or I do not accept their offer? It is available Monday to Friday from 9am to 5pm. Close claim After you have accepted any offer, the compensator will contact you to arrange payment. There are various sources of advice you could use. Your adviser will be able to guide you on whether you can recover any of your legal costs from the other party. You can message the team here. Official Injury Claim will help you arrange this. Medical You will need an appointment with a medical expert, who will assess your injury or injuries and write a medical report. There is no fixed time for completing your claim. This service calls them the 'compensator'. There is also a dedicated Official Injury Claim customer contact centre you can call: 0800 118 1631. Translation services are available for those who are unable to read English and Welsh in the top 10 most requested foreign languages. You may prefer instead to ask a claims professional to make the claim on your behalf such as a solicitor or claims management company who might charge you for their help. The compensator will then make their own investigations to consider your claim. It's important to remember that you won't get any compensation for damages or losses that don't have any supporting documentation. - your National Insurance number. - if the police attended the scene, the name and address of the police station, name of the reporting officer and Police Reference Number if available. You can find out more about the types of injuries and losses you can claim for through Official Injury Claim here. Remember: you may wish to seek further advice or guidance on the value of your claim. 5. If you are unable to complete the process online call 0800 118 1631. If you were involved in an accident as a cyclist, motorcyclist or a pedestrian, you need to seek advice. There are various sources of advice you could use. Your adviser will be able to guide you on whether you can recover any of your legal costs from the other party. What type of injuries can I claim for? What information do I need to make a claim? The time it takes for your claim might depend on how quickly fault for the accident is established or agreed and how quickly you recover from your injury or injuries. Once you are an authorised user and you have your log-in credentials, you're ready to start using the Claims Portal. We recommend that you practise using the training site first. Remember: you may wish to seek further advice or guidance on the value of your claim. Official Injury Claim will take you through a simple step-by-step process. The Guide to Making a Claim explains some of the key legal terms and procedures used by Official Injury Claim as described in the legislation that underpins the service. Practice with training site Official Injury Claim makes the claim process simple, unbiased and secure so you can claim for minor injuries yourself for free without legal help. If your injury is severe (such as head injury, broken arms and injuries affecting internal organs), you might need to follow a different route, and may benefit from seeking the advice of a legal adviser who can explain your options to you. We have tried to make Official Injury Claim as easy to use as possible, and there are lots of materials to help you: - a 'claim overview' screen will keep you informed on your progress and lets you know what to do next - the 'Key Information' side bar explains difficult terms at each point of the claim process. You can make a claim through Official Injury Claim if: you are aged 18 or over the accident happened in England or Wales the accident happened on or after 31st May 2021 you were inside a vehicle you believe the accident was not your fault you have a minor injury with a value under £5,000. The customer contact centre will help. Here is an idea of how long each stage may take: - Start your claim - 20 to 30 minutes - Investigations - the compensator has up to 30 business days (6 weeks) to consider their position on fault for the accident although they may do this much more quickly. - Medical - it might take a few weeks to organise your medical examination and receive a report. Can I get help to make a claim using Official Injury Claim? No. Official Injury Claim is for use with accidents where you were the driver or a passenger inside a vehicle, such as a car. How do I value my claim before I start? The vast majority of whiplash claims and most other soft tissue injuries (such as cuts and bruises) will be valued at less than £5,000 and are suitable for Official Injury Claim. Resources to support your claim can be found here. If your injury is severe (such as head injury, broken arms and injuries affecting internal organs), you will need to follow a different route, and may benefit from seeking the advice of a legal adviser who can explain your options to you. This explains some of the legal terminology used. You will need an appointment with a medical expert so they can assess your injury or injuries and write a medical report that the compensator will use as a basis for any injury compensation offer. - the registration number of the vehicle you feel is responsible for the accident and any other vehicles involved. - the name of the driver responsible. - the name of any witnesses and, if available, their phone number, email and address. You do not need to use this Guide to progress a claim, but may wish to refer to the appropriate sections as required. Official Injury Claim will let you know if there is the option to start court proceedings. 3. You'll be able to check the progress of your claim online and we'll also notify you when there are any updates.

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