

Who authorises claims management businesses?

The Secretary of State for Justice is the **Claims Management Regulator** in England and Wales.

The Ministry of Justice:

- checks a wide range of information about businesses before authorising them
- monitors the services the business provides
- will take action against businesses that breach the rules.

What to do if you are unhappy with how your claim was handled

Firstly, contact the claims management business and try to resolve the problem.

If you are unhappy with their response, you can contact us.

You can also contact us if you have concerns that an unauthorised business is offering claims management services.

How to check if a claims management business is authorised

You can check by writing to us, ringing our enquiry line or by visiting our website.

Useful contacts

Ministry of Justice
Claims Management Regulation
Monitoring and Compliance Unit
57-60 High Street
Burton-upon-Trent
Staffordshire
DE14 1JS

Enquiry line: 0845 450 6858
(calls charged at local rate)

Email: info@claimsregulation.gov.uk

www.claimsregulation.gov.uk

If you require this information in an alternative format, please telephone: 020 7210 1407

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Ministry of
JUSTICE

**Claims Management
Regulation**

What you need to know

Are you making a claim for compensation:

- because you have suffered a personal injury (including a work-related or criminal injury)?
- from your employer?
- for housing disrepair?
- because you were mis-sold financial products or received poor financial services, such as unfair bank charges?

Are you using a business to help you make your claim?

If so, this leaflet offers useful guidance on new regulations that ensure you get a good service.

New legislation to help you

From April 2007, most businesses which help people make compensation claims must, by law, be authorised to do so.

This covers businesses which:

- offer to arrange 'no win, no fee' agreements and 'after the event' insurance for you
- charge a 'contingency fee', which means they will take a proportion of any compensation you may win
- refer your personal injury claim to a solicitor for a fee.

The new regulations provide you with protection and rights.

Businesses offering claims management **without** authorisation are acting illegally and can be prosecuted.

What to expect from an authorised claims management business

Authorised businesses that offer to help you make a compensation claim must follow strict conduct rules. They must:

- not 'cold call' in person, or engage in any form of high pressure selling
- give you written information on how you can pursue a claim and the costs involved before a contract is agreed
- allow a 'cooling off' period of at least 14 days after you sign a contract if you change your mind
- operate a customer complaints scheme.