



## Standards Charter

### **We aim to ensure that members of the public receive the best possible service when pursuing a personal injury claim.**

This Charter promises certain standards of service offered by Accident Line and our member firms.

Accident Line is a service to accident victims which offers a free first interview with a specialist lawyer who will give fully independent advice on the prospects of success of a claim and the available funding options.

We are regulated by the Ministry of Justice in respect of regulated claims management activities (our registration is recorded on the website [www.claimsregulation.gov.uk](http://www.claimsregulation.gov.uk), Authorisation number: CRN 1587) and comply with their rules on the conduct of business. Member firms comply with the Solicitors' Code of Conduct.

It is the only personal injury service endorsed by the Law Society, the professional body for solicitors.

- 1 All legal advice will be given only by Accident Line member law firms which have a solicitor who is an accredited member of the Solicitors Regulation Authority's Personal Injury Accreditation Scheme OR a member of the Association of Personal Injury Lawyers accreditation scheme at the level of Senior Litigator or above. Our member firms must also meet our strict criteria for selection, based on their quality in this work and their successful track records.
- 2 Neither we, nor our members, will "cold call" for business, and will only visit your home if invited to do so.
- 3 Advice on the full range of available funding methods, including insurance arrangements, will be given to you only by our member law firms and not by Accident Line itself. Our members will check any motor or household insurance policies you show them to see if you have any legal expenses cover available. They will give you advice on its suitability.
- 4 We will not require you to purchase insurance before putting you in touch with a solicitor. If you choose to use a no win no fee arrangement with Accident Line insurance, your solicitor will retain full independent professional judgment throughout your case and will not have to refer to an insurance company before taking action on your behalf.
- 5 Our member law firm or their representative will give you information about costs, including no win no fee arrangements. Information which you must have about conditional fee ("no win no fee") arrangements will also be given only by a member law firm or its representative.
- 6 If you invite a member to visit your home, they will tell you in advance if the purpose of the visit includes arrangements for financial credit facilities. If you need assistance with funding your case you will have a fourteen day cooling-off period for any loan or insurance arrangements provided through Accident Line.
- 7 Our members will give information about costs at the outset and at appropriate stages throughout the case. They will ask for your authority to incur any additional costs.
- 8 Our members will give you clear and candid advice on your prospects of success and likely damages before you enter into any legally binding arrangements and before you commence any legal proceedings.
- 9 Our members will report all offers of settlement to you promptly. They will give advice about their merits in clear and understandable terms.
- 10 We, and our members, will aim to ensure that all communications to you are in clear and understandable terms.
- 11 We, and our members, will operate an effective complaints procedure and advise you fully about it.
- 12 We, and our members, will comply with the Data Protection Act 1998 and will ensure that we have in place effective policies to protect your privacy.