



**Rescue Accident Assistance Ltd**

*No Hassle, No Fee, 100% Compensation*

**0845 299 7790**

info@rescueaccidentassistance.com



## **FREQUENTLY ASKED QUESTIONS**

### **What if I'm not sure I have a genuine claim?**

Don't worry. Many people are uncertain as to whether or not they have a proper claim for compensation or indeed if they should claim. The compensation team understand your concerns and will offer you friendly advice on the merits of your claim. The fastest way to find out if you have a genuine claim is to complete the online form or give us a call.

### **How long do I have to pursue my claim?**

There is a general rule with personal injury cases that claims should be brought within three years of the date of the accident or the date that the client had knowledge of the injury or condition. In certain circumstances the court will consider claims brought outside this period but normally an application to the court is required before permission to issue outside the three year period can be obtained. Where the potential claimant is under eighteen years the general rule is that they have three years from the date that they turn eighteen to pursue any such action. As a general rule the earlier you obtain advice from a specialist solicitor the better.



### **How do I make a claim?**

Rescue Accident Assistance Ltd makes it easy for you to claim compensation. All you need to do is contact us. You can either call us for a no obligation chat about your claim or complete the online form on our contact page and we will call you. Either way we will be happy to advise.

### **How much will it cost me?**

All injury claims are dealt with on a No Win No Fee basis which means you pay nothing win or lose. What's more you will receive 100% of your compensation settlement.

### **Will I have to fill out loads of paperwork?**

No. At Rescue Accident Assistance Ltd we do most of the necessary paperwork for you. You will have to check the details of your claim before it is put forward, but your solicitor can help you with this.

**Will I have to visit a solicitor's office?**

At Rescue Accident Assistance Ltd we understand that you want the minimum of fuss. That's why all correspondence is done by email, telephone and post. There is usually no need for you to visit a solicitor's office.

**Will I have to go to court?**

The vast majority of cases are settled without any need for court attendance.

**Will people think less of me for claiming?**

It's important to remember that accident victims legally deserve to receive proper compensation when they have suffered injury. You are not claiming something for nothing. Modern health and safety regulations exist because over the years ordinary people have been prepared to claim.

**Will I have to go for a medical?**

The experienced claims team will let you know if getting a medical will help your claim for compensation. If so then they will arrange for you to see a doctor local to you at your convenience.

**There are matters in my medical records that I do not wish to disclose.**

We take client confidentiality very seriously. We appreciate that there are many matters in people's medical notes and records that are sensitive. If a client makes a request we will seek to ensure that any matters that are not of relevance to the claim in question are not disclosed.

**I am nervous about pursuing a claim against my employers.**

Employers are required to hold public liability insurance. In the normal course of events, the claim will be investigated and progressed by an insurance company and we will not deal directly with your employers after the initial correspondence.

**But if I make a claim against my employer, can they dismiss me?**

It is not legally justifiable for your employer to dismiss you for making an accident claim. It could amount to unfair dismissal. Also it's important to remember that your employer is required by law to take out insurance cover against staff accidents. This means that your employer's insurance company will pay your compensation, and not your employer.

**How much compensation will I get?**

The compensation team understand that you want the maximum possible amount for your claim. The settlement amount will depend upon the type and severity of the injury or accident. You will be able to get a more accurate figure once your claim is underway.

**When will I get my compensation?**

Our panel solicitors are committed to getting the maximum amount of compensation in the shortest amount of time. They will be able to give you a more accurate idea once your claim has started. You can rest assured that your claim is in safe hands with people working hard to get you the compensation you deserve fast!

**How long will a personal injury claim take?**

Our specialist compensation solicitors are well aware that it is in everyone's interest to

process your claim without delay. Many lower value claims can be settled in a matter of months. Severe injury cases generally take longer. But every case is different. Your solicitor will tell you the average time for your type of case.

**What will happen to my car?**

If your vehicle is driveable, we will organise a suitable repairer and repair date with you and/or your insurance company. If your vehicle is un-drivable we can arrange for a replacement vehicle to be delivered to your home, work or any other suitable address. We will then organise for your un-drivable vehicle to be taken to a repairer.

**What about my insurance company?**

We will notify your insurance company on your behalf, or ask you to notify them once we have agreed we can help you.

As long as the other driver has accepted liability for the accident or if you are only insured Third Party Fire and Theft, They will need to know for information only.

**What if my car is written off?**

We can still help you if your car is written-off. We aim to keep you in the replacement vehicle until you receive and bank a cheque from either your insurance company (if you are fully comprehensive) or from the solicitor (if you are third party).

**What type of replacement vehicle will I get?**

Wherever possible, you will be given replacement transport of a similar standard to your own, e.g. people carrier, motorbike, estate car, prestige car etc. You'll need to show you have a 'need' for a similar standard vehicle, eg you may need a people carrier to transport children to and from school, or a prestige car because of your status at work etc.