



# **Rescue Accident Assistance Ltd**

No Hassle, No Fee, 100% Compensation

## **Have You Had An Accident That Wasn't Your Fault? We Can Help!**

### **Our Process- What Happens When You Call Us!**

We make an honest assessment of the incident and inform you of same.

If you decide to continue we take the full details over the phone completing paperwork as we go so that when you get your forms most of the information is already filled in and you can just check it and sign it.

We e-mail the information to the right solicitor for your claim. Each Incident is different so we make sure we are choosing a specialist in that area.

The solicitor will give you a call just to confirm you are happy to proceed.

The solicitor will send out the paperwork along with relevant insurance policies to cover you so you will not pay any fees. (You are not asked to pay for these – the at-fault insurer will cover the costs).

You sign the paperwork and return it to your solicitor.

The solicitor will then make all the necessary enquiries with all involved parties on your behalf.

A medical examination will be arranged if necessary. A copy of the report will always be sent to you first to check it's ok prior to it being released to the other insurance company.

The Insurance company will make an offer to your solicitor based on the report. The solicitor will liaise with you on its value but if you are still unsure we are always on hand to give you a second opinion.

Once a value has been agreed a cheque will be sent to your solicitor to be checked before being sent to you. Don't forget you will receive 100% Of Your Compensation.



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## 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.

### **Do accident management companies offer the same service as specialist solicitor firms?**

Because Rescue Accident Assistance Ltd is NOT a solicitor we can actually give you a more independent representation of your claim. We also stay on the claim so if you feel more comfortable speaking with us than a solicitor if you have a query we are here to help. We have a wealth of experience dealing with injury claims so we can explain things in plain English and unlike using a solicitor directly you have someone else to assist you should you need us.

### **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.



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## **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.



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## **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.

## **Vehicle Incidents**

### **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. You will then be asked to take your vehicle to the agreed garage, where a replacement vehicle will be waiting for you.

When your repairs are complete, you will simply need to drive our hire car to the garage and leave it there for collection while you drive your own car away. 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.

### **Who pays for the service?**

Our service is provided to you FREE OF CHARGE. The cost of the repairs and replacement vehicle is paid by the insurance company of the driver at fault for the accident.

### **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.

They will only need to be involved if you are comprehensively insured and liability is disputed. In this instance we can still provide a like for like vehicle, however it is wiser to allow your insurance company to deal with repairs or pay out on a write off. However we would still monitor repairs more carefully and commence the claim for your uninsured losses such as injury, excess and any other out of pocket expenses.



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## **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.