FEATURED IN THIS ISSUE:

Personal Injury Reforms Update.
Proximo at BIBA 2018
IDD Implementation Delayed.
Accident Exchange Ltd & Anor v McLean & Ors
Dual Control vehicles
Spotlight on our FNOL Team
Ministry of Justice (MOJ) officials have confirmed earlier this month that key Personal Injury reforms affecting the sector will be implemented from April 2019.

The MOJ’s initial focus will be on implementing the changes in relation to RTA claims, with proposed further personal injury reforms coming in the future. They believe they can progress the Civil Liability Bill through parliament in the next 14 months, which also includes the new tariff system for soft tissue injury damages.

The aim remains to bring in this bill at the same time as the new £5,000 small claims limit for RTA claims, which will require secondary legislation to enact. The revised small claims limit effectively rules out solicitors from recovering their costs for any cases worth less than £5,000 in damages. This change is likely to affect around 95% of RTA claims.

Insurers have stated that motorists will save around £35 on average on their motor premiums and have pledged to pass on the benefits of the reforms.

We will once again be taking a stand at this year’s BIBA conference in Manchester on 16th and 17th May.

Why not pop by for a coffee, chat and meet Looch, the mindreader, plus we have lots of great giveaways. Our stand will be situated at C82.
As you have no doubt read already the European Commission has delayed the application date for implementing IDD from the 23rd February to the 1st October 2018.

This was due to the proposal being still under consideration by the European Parliament and European Council. The Treasury confirmed in early February 18 that it would not bring the IDD into UK law until the outcome of the proposal were known, setting out its final rules then. Although the FCA did publish the rules “in near-final form” in January 18 and stated that they do not expect to make any changes.

The FCA concluded: “Firms will then be required to comply with our final rules from whatever date is ultimately agreed at European level as the application date of the directive – under the current proposal from the commission, this date would be 1 October 2018.”
In the high profile credit hire case of Accident Exchange Ltd & Anor v McLean & Ors, The High Court has refused both sides permission to inspect the other parties’ documents ahead of the trial.

Sir Andrew Smith, sitting as a deputy High Court judge, ruled that documents in this case were protected by client privilege and subsequently refused applications by lawyers for both sides.

Claims manager, Accident Exchange, is suing 10 parties for damages in relation to 4,700 claims where a now-defunct company called Autofocus Limited made false and inflated estimates for the cost of courtesy cars after motor accidents. Seven former employees of Autofocus were found guilty of perjury last year.

The case goes to trial in Autumn of this year.
Did you know...we’re a market leader in credit hire for Dual Control vehicles?

We have a large in-house fleet of dual control vehicles and support many Insurance Brokers with their Legal Expense Insurance and non-fault replacement vehicle requirements.

If you have a scheme or deal with clients in this sector, please give us a call to see what we can do for you. Alternatively come and see us at The Driving Instructor Show in Manchester in April 2018 - Stand 231.

New Business Wins: we would like to welcome...

Proximo would like to welcome new clients RSA Motability, Thrifty Car Rental and BD Elite. We look forward to developing a long and productive relationship with them.

Interested in working with Proximo?

Contact your local Regional Business Manager:
Scotland & Northern Ireland: Allan McGinness,
Mobile: 07717 415433
Email: Allan.McGinness@proximo.co.uk
North: Brett Storey, Mobile 07827 838644
Email: Brett.Storey@proximo.co.uk
Midlands: Gemma Instone, Mobile: 075000 56599
Email: Gemma.Instone@proximo.co.uk.
South: Bob Thomson, Mobile: 07825 643122
Email: Bob.Thomson@proximo.co.uk
London:
Dave Neale, Mobile: 07717 368338
Email: Dave.Neale@proximo.co.uk
Tony Ellis, Mobile: 07501 500403
Email: Tony.Ellis@proximo.co.uk
National Sales Manager:
Gavin Cooper, Mobile: 07827 838645
Email: Gavin.Cooper@proximo.co.uk
Our First Notice of Loss (FNOL) team is the first contact most of your insureds will have with Proximo and is normally the first step in the formal claims process.

The FNOL team is led by Penny Bower who previously worked for RSA for over 29 years; the majority of her service with RSA Motability. During Penny’s time at RSA, teams led by her won: 2012 North West Contact Centre of the Year, in the category of less than 100 seats and in 2013 North West Front line Team of the Year.

So far this year we’ve taken 12,000 incoming calls, of which, 95% are answered within 30 seconds. As a team they come from diverse backgrounds and have over 56 years of combined service with Anna Graham, Team Leader, being the longest serving with 14 years under her belt.