

Personal Injury (PI) Management

Strategy

In a quickly changing environment and recognising the importance of being able to continue to provide all associated benefits to our business partners, Helphire Group PLC have embarked upon a programme of creating strategic alliances with some key names in the legal market. Our belief is that this will ultimately benefit the end users of legal services by providing a smaller and more effective chain of suppliers.

Personal Injury Claims

Unfortunately one in four motoring accidents result in either the driver or one of their passengers being injured. In many cases some degree of responsibility lies with another person. In most circumstances, Albany Assistance can provide access to a panel of solicitors who specialise in road traffic accident claims. Many customers will be covered for costs arising from these services under an existing legal expense policy, failing which Albany may still be able to assist in providing an insurance policy after the incident has taken place.

Our panel of solicitors with whom we have entered into commercial agreements, are located across England, Wales, Northern Ireland and Scotland. We have specialist firms to manage claims that happen outside of the UK where different legal statute and practice exists.

Internally at Albany there is a dedicated team of staff with legal and claims experience who manage communication with the panel. This ensures that where your customers' compensation claim is handed over to a solicitor to handle they can be sure of the same level of diligence and commitment to regular contact that they would receive under your contract with Albany.

Occasionally incidents result in very serious injuries or less frequently in fatalities. In these circumstances our senior staff at Albany will liaise with an appropriately qualified and experienced solicitor to arrange the program of contact with the victim or their family. This ensures that support is appropriately directed with upset and stress minimised as far as possible.

Albany Assistance is regulated by the Ministry of Justice in respect of regulated claims management activities; its regulation is recorded on the website www.claimsregulation.gov.uk (registration number CMR 2170).