

PERSONAL INJURY
MULTI-TRACK CODE
PILOT SCHEME

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Participants

Claimant firms

BGT Solicitors

Blakemores

Bolt Burdon & Kemp

Charles Russell

DAC

Field Fisher Waterhouse

Gaby Hardwicke

Harrowells

Hodge Jones & Allen

Hugh James

Kester Cunningham John

Leigh Day

Lyons Davidson

Moriarty Stone

Morrish & Co

Pannone

Potter Rees

Reid Minty

Rix & Kay

Roythorne & Co

Russell Jones Walker

Shoosmiths

Stephens & Son

Stewarts

Thompsons

Withy King

Defendant insurers

AXA

LV

Liverpool Victoria
Frizzell

Highway

Motor Insurers Bureau

Norwich Union Insurance (NUI)

Royal Bank of Scotland Insurance (RBSI)

Churchill

Direct Line

NIG

Alliance & Leicester

BMW

Caravan Club

Citroen

Devitt

Egg

Green Flag

Help the Aged

Lloyds TSB

Lombard Direct

MBNA

Mini

MINT

Nationwide

Natwest

Nissan

Pearl

Peugeot

Privilege

Prudential

Royal London

RSPCA

Stroud & Swindon

Suzuki

Tesco

Tesco Personal Finance

The One Account
Ulster Bank
Vauxhall
Virgin Money
Your Bank

Zurich

The pilot scheme

Overview

The pilot will apply to personal injury cases excluding clinical negligence and asbestos related cases which fall within the multi track.

Commencement:	1 July 2008
Duration:	12 months initially with a review after 6 months
Types of case:	Road traffic accidents Employers Liability Public Liability
Types of injury:	Spinal Brain Multiple Amputee Orthopaedic Psychiatric Other non disease or clinical negligence injuries
Cases for inclusion:	Cases of an estimated value of £250,000+ Instructions received after 1 July 2008 Does not include cases transferred from other solicitors
Starting a case under the code:	Once instructions have been taken on a new claim (fitting the criteria), an e-mail should be sent to the contact point at the relevant insurers notifying them you have a claim that fits the code.

Monitoring

It has been agreed that some participants will use the APIL monitoring system during the pilot of this code. Other will use the excel spreadsheet from much the monitoring system has developed.

Claimant firms and participating insurers agreeing to use the APIL monitoring should log the claim via the APIL website www.apil.org.uk. At the top of the page you will see a section titled "APIL members area", click on this. On the right hand side of the page is a section marked "APIL surveys", under this heading is "Multi-track monitoring". Click on the hyper link and you will be taken to a log in page.

Logging on

APIL members

Most members should already have an APIL username and password. If you are a member and can remember your details you are able to use the monitoring system as soon as it goes live on 1 July.

If your details have been lost or cannot be remembered, follow the steps below to reset them.

If you already have an APIL username and password but cannot remember it, you can have your details emailed to you by clicking on the *Forgotten login details* link on the APIL members' homepage. If you do not have a username and password, you can set them by clicking on the *Create login account* link also on the APIL members' homepage – www.apil.org.uk/members.

Fee-earners/ non APIL members

If you have a number of offices participating in the pilot and you require further access please e-mail david.spencer@apil.org.uk he will then allocate you with a pin number. We would suggest one pin number per office.

Insurer participants

On acceptance of using the monitoring system, you will have been e-mailed a pin number allocated by APIL. If there are any problems with this or one has not been received then please e-mail david.spencer@apil.org.uk .

Co-ordination of monitoring

APIL will co-ordinate the monitoring responses for APIL members and participating claimant firms. Therefore any problems with monitoring should be raised with the APIL office.

David Spencer T: 01159388717 E: david.spencer@apil.org.uk
Legal Policy Officer

Abigail Jennings T: 01159388693 E: abi.jennings@apil.org.uk
Head of Legal Affairs

Andrew Underwood will co-ordinate the monitoring responses from insurers. Any problems in this regard (other than access to the site) should be directed to him.

Andrew Underwood E: aunderwood@keoghs.co.uk

Your questions answered

Q Can multiple insurer cases be included in the pilot?

A Yes, if insurers are all participating insurers.

Q Can other firms/insurers join later?

A Yes, further participation would be welcome. This will be reviewed by the co-ordinating group as or when the situation arises.

Q Of the insurers participating, are their off shoot companies included in the pilot?

A Yes, a full list of insurers and their other brands/partnership companies are included in this guide.

Q Where the claim is against a non participating insurer should they be encouraged to participate?

A Yes. They cannot, however, be included in the scheme monitoring unless they confirm their agreement to include all cases falling within the pilot. However, there is no reason why such a case cannot be conducted in the "spirit" of the pilot.

Q Do the MIB agree to participate in the scheme and will this work with their agreements?

A The MIB have agreed to participate in the pilot. They have confirmed that they will take a flexible approach to the pilot and how it will work in practice with their agreements.

Q 1 July 2008 is the start date, but are cases that predate 1 July included?

A Any new instruction received on or after 1 July 2008 (that fit within the other criteria) can be included. This does not include cases transferred from other solicitors. Any older cases can be conducted in the "spirit" of the pilot but cannot be included in the monitoring.

Q Can cases below £250,000 be included?

A Cases included must have an initial reserve of £250,000 or more. This is because any cases less than this amount will be placed within a different team at the insurers and will have implications for managing the scheme. This does not, however, prevent lower value claims being conducted in the "spirit" of the pilot.

Q How will this pilot affect the issuing of proceedings?

A Sometimes court proceedings are necessary and the scheme is not designed to prevent this.

Q If liability is not resolved within 6 months does the case drop out of the pilot?

A No, 6 months is a target date but it will not always be possible to resolve liability within that period. A note should be made when monitoring the case that liability has not been resolved.

Q Can fatal accidents be included in the future?

A This will be considered at the 12 month review of the pilot.

Q Why has a code been drafted that is not intended to be binding?

A At this stage the code is a pilot and is aimed at facilitating a better working relationship between claimants and defendants. As a concept the code needs to be tried and tested first before a binding code can be agreed.

Co-ordinating group

It is intended that this group will be responsible for aiding the smooth running of this scheme. They will provide guidance on general issues raised and look to provide solutions to problems without a full review. The group will not assist on a case by cases basis but instead will deal with general problems which affect the overall pilot.

Composition of the group:

Andrew Underwood

Colin Ettinger

Denise Kitchener

Ray Fisher

Amanda Stevens

Plus one insurer

The group will meet after 6 months to review the monitoring results, along with any further issues raised. They will then report back to all participants. A further review will be conducted after 12 months with feedback provided to the participants of the scheme.

Claimant firms contact details

Claimant firm contact name	E-mail	Telephone
BGT Solicitors		
David Tomlinson	tomlinson@bgtsolicitors.co.uk	01159315171
Blakemores		
Andrew Bond	andrew.bond@blakemores.co.uk	01212347200
Bolt Burdon & Kemp		
Roger Bolt	roger.bolt@boltburdonkemp.co.uk	02072884800
Charles Russell		
Amanda Stevens	amanda.stevens@charlesrussell.co.uk	01483252525
DAC		
Warren Collins	wcollins@dac.co.uk	02079362222
Field Fisher Waterhouse		
Jill Greenfield	jill.greenfield@ffw.com	02078614000
Gaby Hardwicke		
Iona Smith	ijs@gabyhardwicke.co.uk	01424730945
Harrowells		
Helen Brunton	helen.brunton@harrowells.co.uk	01904558600
Richard Wood	richard.wood@harrowells.co.uk	01904558600
Hodge Jones & Allen		
Patrick Allen	pallen@hodgejonesallen.co.uk	02073880628
Hugh James		
Robert Thomas	Robert.Thomas@hughjames.com	02920224871
Irwin Mitchell		
Colin Ettinger	Colin.Ettinger@IrwinMitchell.com	08701500100
Kester Cunningham John		
Simon Davis	Simon.Davis@kcj.co.uk	01842752401

Leigh Day		
Sally Moore	smoore@leighday.co.uk	02076501200
Lyons Davidson		
Juliet Bennett	jbennett@lyonsdavidson.co.uk	01179046000
Moriarty Stone		
Adrian Stone	ajs@moriartystone.co.uk	01179293424
Morrish & Co		
Simon Wilson	Simon.wilson@morrishlaw.co.uk	01132450733
Pannone		
Richard Crabtree	Richard.crabtree@pannone.co.uk	01619093000
Potter Rees		
Helen Shaw	helenshaw@potterrees.co.uk	01612375888
Reid Minty		
Nigel Mills	nmills@reidminty.co.uk	02073184444
Rix & Kay		
Frances Pierce	francespierce@rixandkay.co.uk	01825761555
Roythorne & Co		
Mark Fielding	markfielding@roythorne.co.uk	01159484555
Russell Jones Walker		
Richard Langton	R.C.Langton@rjw.co.uk	01212338300
Shoosmiths		
Rose Donoghue	Rose.Donoghue@shoosmiths.co.uk	01256696200
Lois McCaughey	Lois.McCaughey@shoosmiths.co.uk	01256696200
Stephens & Son		
Jacqueline Shicluna	jas@stephens-son.co.uk	01634811444
Stewarts		
Julian Chamberlayne	jchamberlayne@stewartslaw.com	02072426462
Thompsons		
Mark Turnbull	markturnbull@tompsons.law.co.uk	01512241600
Peter Mulhern	petermullhern@tompsons.law.co.uk	01212621200

Withy King		
Chris Chan	chris.chan@withyking.co.uk	01225777464

Defendant Insurers contact details

Insurer	Name	E-mail
AXA		CorporateClaimsPI.INS@axa-insurance.co.uk
	David Milner	As above
	Brian Temple	As above
	Robert Irving	As above
MIB	Kris Rainer	KRaina@mib.org.uk
NUI	Danny Miles	milesd@norwich-union.co.uk
	Neville Warnes	warnesn@norwich-union.co.uk
	Kevin Taylor	taylork@norwich-union.co.uk
RBSI	Jon Ramsey	jon.ramsey@directline.com
Zurich	Laurence Sim	laurence.sim@uk.zurich.com
	Denise Watts	denise.watts@uk.zurich.com
LV	Steve Clarke	steve.clark@lv.com
	Guy Fisher	Guy.Fisher@liverpool-victoria.co.uk

As a point of last resort if no response from the insurers is received you can contact:

Andrew Underwood: aunderwood@keoghs.co.uk