



FOIL UPDATE

October 2009

CRU – Consultation on Proposed Changes

The Compensation Recovery Unit is proposing some changes to its procedures and documentation:

1. The CRU1 form has recently been developed as a Word Template which requires all mandatory information to be completed. Please see attached as Appendix 1 (sent separately) – the mandatory information is highlighted in red.

CRU is requesting that all firms use the new template whenever possible as this will enable CRU to process the registrations promptly and effectively. The new version limits the document to two pages to enable CRU to utilise new machinery and reduce paper wastage.

2. Anecdotal evidence suggests to CRU that many users request a certificate at the point of registration or request a certificate within three weeks of registering a claim with CRU. These requests have previously been given priority status but CRU say that this has resulted in processing problems and delays. In future CRU is intending to issue an unsolicited certificate in cases where the required mandatory information has been provided and where no recoverable benefits have been identified. If, after registration, benefits are subsequently awarded they will be included in any further certificates issued.
3. Form CRU101 (issued to an injured person's representative with a certificate) has been amended to include appeal information. CRU states that in response to recent customer feedback this document is now produced on one page. A copy of the new CRU101 is attached as Appendix 2 (sent separately).

If you have any comments on the changes please contact Shirley Denyer at shirley.denyer@foil.org.uk by **30 October 2009**.

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