



Informing Progress - Shaping the Future

FOIL UPDATE 3rd August 2022



Notification from CRU relating to form CRU1

The Compensation Recovery Unit (CRU) has requested FOIL to bring the following notice to the attention of members dealing with accident and disease claims.

Best practice when completing the CRU1 form notifying Compensation Recovery Unit (CRU) of a personal injury claim.

When completing a CRU1 form, either manually or using one of the electronic links, such as CUE PI, Claim Outcome Advisor or your own system please provide as much detail as possible about the injuries sustained in the incident, this should include specific body parts and the injuries sustained.

For example, a good injury description would be fractured right arm and bruising to left side of the body or deep laceration to upper arm, whereas a poor injury description would be multiple injuries or TBA. By providing a full injury description this reduces the number of queries CRU need to make with you and can help CRU to issue certificates quicker.

CRU understand that you may not know all the claim details when you register the case with CRU, however, please let them know further details including hospital treatment as soon as you obtain them. You can contact CRU by email, telephone, or letter, alternatively some of the electronic systems allow you to provide an update on-line – please contact your system helpdesk for more information.

Settlement notifications and payments

When sending a payment to the Compensation Recovery Unit in respect of NHS Charges and/or Recoverable Benefits, you must also notify CRU of a Settlement date and Settlement type.

Notifications of Settlement can be made via

- One of the electronic links to CRU such as CUE PI, the CRU e-service or your own system
- Form CRU102
- Email to CRU.HIGHVOLUMEAREASETTLEMENTS@DWP.GOV.UK
- Write to CRU at

Debt Centre Washington
Compensation Recovery Unit
Post Handling Site B
Wolverhampton
WV99 2FR

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