



**Informing Progress** - Shaping the Future

## **FOIL UPDATE 15<sup>th</sup> September 2022**



# The Compensation Recovery Unit (CRU): Transforming the CRU Service - Update

CRU has requested FOIL to pass on to members the following information.

Since CRU's last update in June 2022, regarding transforming its Debt Recovery work, it has been developing a new service, the Compensation Recovery Service (CRS).

CRU has developed a Minimum Viable Product that will enable a limited number of claims to be submitted via an on-line portal direct to CRU. Initially this will be limited to a small number of compensators as it tests the functionality and receives feedback on the service. CRU is currently working on this service being available in early Autumn 2022.

As a result of the new CRS portal being introduced, nil certificates will become instant and digital, rather than clerical to all of its customers including Injured Person's representatives. CRU will use the email address provided by the Compensator to send the certificates to the representative.

Initially CRU will be going live with a small number of compensators and make any changes, if required. After a successful pilot it hopes to roll this system out to more Compensators.

Further communications will be issued over the coming weeks and months to provide progress updates.

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