



Informing Progress - Shaping the Future

FOIL UPDATE 13th February 2023



UK Parliament Call for Evidence on Whiplash Reform and the Official Injury Claim service (OIC)

The OIC became live in May 2021 and data collected up to 31st December 2022 shows that 424,835 claims were submitted, of which 38,438 (9%) were brought by unrepresented claimants and 386,397 (91%) by claimants who had sought legal representation. 76,873 claims have been settled since the launch of the service.

The UK Parliamentary committee overseeing the development of the OIC has now issued a call for evidence, which is open until 5pm on Friday 17th March 2023.

The committee is particularly interested in:

- What effect have the measures introduced within the whiplash reform programme had on the number of minor personal injury claims to date?
- To what extent have these measures met the Government's objective of reducing the cost of whiplash claims to the economy; and to what extent are any savings being passed on to motorists through lower insurance premiums?
- What have been the effects of raising the small claims track limit from £1,000 to £5,000; the ban on settling whiplash claims without medical evidence; and the fixed tariff of compensation for whiplash injuries that last up to 2 years?
- Why most claimants continue to use legal representation when using the online portal (90% since its launch)?
- Whether the OIC portal is accessible and easy-to-use for claimants and/or their legal representatives;

- Whether claims brought using the OIC are being settled in a timely manner, if timeliness could be improved upon; and if so, how?
- Whether the OIC ensures access to justice for everyone who may seek to make a claim?
- How widely known is the OIC and how are potential claimants made aware of its existence?
- How effective is the OIC portal in settling claims for mixed injury claims, which cannot be settled using the fixed tariff awards?

There is then an invitation to comment on any other issues in relation to the implementation of the whiplash reform programme and operation of the OIC to date.

Written submissions, ideally limited to 3,000 words may be submitted via the link set out below (which also includes the terms and conditions for submissions), but FOIL will be making a submission on behalf of members, following discussions with the relevant SFTs.

All written evidence will be considered by the Committee, whether or not it is published in the resulting report.

Full details of the call for evidence may be found at: [Call for Evidence - Committees - UK Parliament](#)

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