

Frequently Asked Questions

**Your future is
our business**



ACCIDENT CLAIMS LAWYERS

Would it not be easier to go through a firm based in my local area?

Using a local firm is an option but the majority of Law Firms (local or otherwise) operate in the same way (via letter, email, and phone) so there should be no difference between using Accident Claims Lawyers or a local firm, save to say that Accident Claims Lawyers are specialists in Personal Injury Claims.

My insurers have advised they will take no fees from my compensation if I claim through them, why should I go with you if you charge 25%?

Only Law Firms can make personal injury claims so if you proceed through your insurer, it simply means that your insurer will pass your details to a law firm of their choosing. We would operate in the same way as the law firm recommended by your insurer except to say that we are completely independent. Some insurers will either be owned or underwritten by other insurers which may impact on the way the claim is dealt with. We however have no ties to any insurer, so our advice is given with only the Claimant's best interests at heart.

What is ATE and why do I need it?

ATE policy is in place if you don't have your own Legal Expense cover. We need to put a policy in place as if your case were to be unsuccessful for any reason, you could potentially be responsible for the defendant's costs. It would be irresponsible for us as your solicitors to allow you to take this risk. The cost of the policy will be deducted from the compensation you receive at the end if your claim is successful. Full details of the amount to be deducted will be included on your policy document. If your claim is unsuccessful, the cost of the policy will be written off.

Do I have to go for a medical appointment?

Yes, it is how we value the claim and it is used to evidence the claim so without this, the defendant's will not make an offer. The appointment is usually only around 15 minutes long and it is a verbal consultation rather than an examination.

Are there any other fees added or will it just be the 25% and the ATE policy?

Our legal fees are capped at 25% of the compensation awarded and the only other deduction from the compensation is the ATE policy (if you do not have your own Legal Expense Insurance in place).

The only time you would be liable to pay any charges is if you break the terms of our Conditional Fee Agreement, for example, if you go against our advice, mislead us, or if you cancel.

I don't have time to make a claim

We will deal with the vast majority of the claims process taking the hard work away from you, when we do need to contact you regarding your claim we can contact you at your preferred times, out of hours or use email if this is better for you.

Regarding your medical appointment, we can arrange this at a time convenient for yourself and in your local area, out of hours and weekend appointments are also available to ensure maximum flexibility.

I don't want to go to court

A lot of our cases are settled prior to court, if it does go to court you still may not be required to attend. If you did need to attend, it would be a court local to yourself and we would discuss this with you, always acting in your best interest.

Looking for some help? 0151 703 1918

Our expert team are on hand to discuss your case.