

Early reporting of casualty claims

- Call or email D E Ford using the contact details provided and provide an overview of what has happened so that we may advise you on the best course of action.
- As soon as possible following the incident, please begin gathering documents that are relevant to your internal investigations. A post-accident document checklist is available to help you in this regard.
- Time is of the essence with claims for personal injury as these are subject to a portal process that is described in the MOJ Reforms document. In addition to the timeframes set out here, your liability insurers impose their own strict time limits in order to investigate liability.
- If a formal claim for personal injury is received in the form of a Claims Notification Form or 'CNF', please pass this to D E Ford immediately as we only have 24 hours in which to acknowledge these in order to keep the claim within the designated process which offers the opportunity of limiting third party legal costs significantly. Following this we will make sure insurers are notified and begin their investigations which will involve sending a claim investigator out to you promptly so that a liability can be established. Swift decisions are paramount here.
- Finally, of great importance are situations where an employee has suffered an injury at work that is stopping them from carrying out their duties. If this is the case we do have access to a facility via your insurers which can help rehabilitate them which brings with it many advantages to you as an organisation and should therefore be used as much as possible where appropriate. If you advise us of incidents where this service can be utilised we will make sure that this process is put into motion.

Contact Us:

Mon - Fri 8:30am - 5:15pm

01904 784141 | **claims@deford.co.uk**

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Out of hours (after 5:15pm on
weekdays and at weekends)

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