



## Claims Management Regulation Bulletin – No.1

### **Bulletin**

This is the first of a new series of regulation bulletins which will be issued as necessary to highlight key publications and developments in relation to the regulation of claims management services provided for under the Compensation Act 2006. The bulletin replaces the series of newsletters previously published to accompany the introduction of the new regulatory regime

### **Impact Study**

We are publishing today an initial assessment of the [impact of regulation](#). The report includes a review of the approach taken to implementation and live operations, examines the authorisation process and reviews developments in each of the regulated sectors – personal injury, criminal injuries, financial services products and services, employment, housing disrepair and Industrial Injuries Disablement Benefit.

### **Consultation on Professional Indemnity (PI) insurance**

A [summary of the responses](#) to the consultation paper on the introduction of compulsory PI insurance for businesses that provide claims management services was published on 1 August, together with a report on the PI insurance market prepared by Willis. Further work is underway on developing appropriate requirements and the outcome of this will be published in the autumn. The earliest date for the introduction of any requirements would be April 2008.

### **Consultation on Fee Rules for 2008/09**

The Department published a [consultation paper on the fee scales for 2008/09](#) on the 1 August. The consultation paper sets out proposals for 2008/09 including whether: the application fee scale should change; the structure or level of the regulation fee should change; and whether businesses with a small turnover should pay a reduced fee. The consultation closes on 24 October.

### **Bank Charges test case**

On 27 July the Office of Fair Trading announced that a test case on bank charges would be going to the High Court. We issued a guidance note "[Claims in respect of bank charges](#)" which provides details about the announcement and reminds authorised businesses of the requirement to keep their clients informed about the progress of their claims and to ensure marketing and advertising material is not misleading.

### **Authorisations**

The claims management regulation website includes a [searchable register](#) of all authorised firms that have paid the relevant regulation fees. If you are aware of a business that you think may be providing regulated claims management services but is not listed please inform the Monitoring and Compliance Unit. There could a legitimate reason why the business is not listed but to avoid any doubt just drop the MCU an email, letter or call them up.

### **Key personnel changes**

Mark Boleat's year as Head of Claims Management Regulation and as a civil servant ended on 13 August. Kevin Rousell has taken over the role and also continues to have responsibility for the Department's claims regulation policy and legislation. Kevin's deputy is Jan Farenden. Mark Boleat will retain an advisory role until next year. Maggie Finnie continues as Head of the Department's Monitoring and Compliance Unit.

### **Contact us**

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