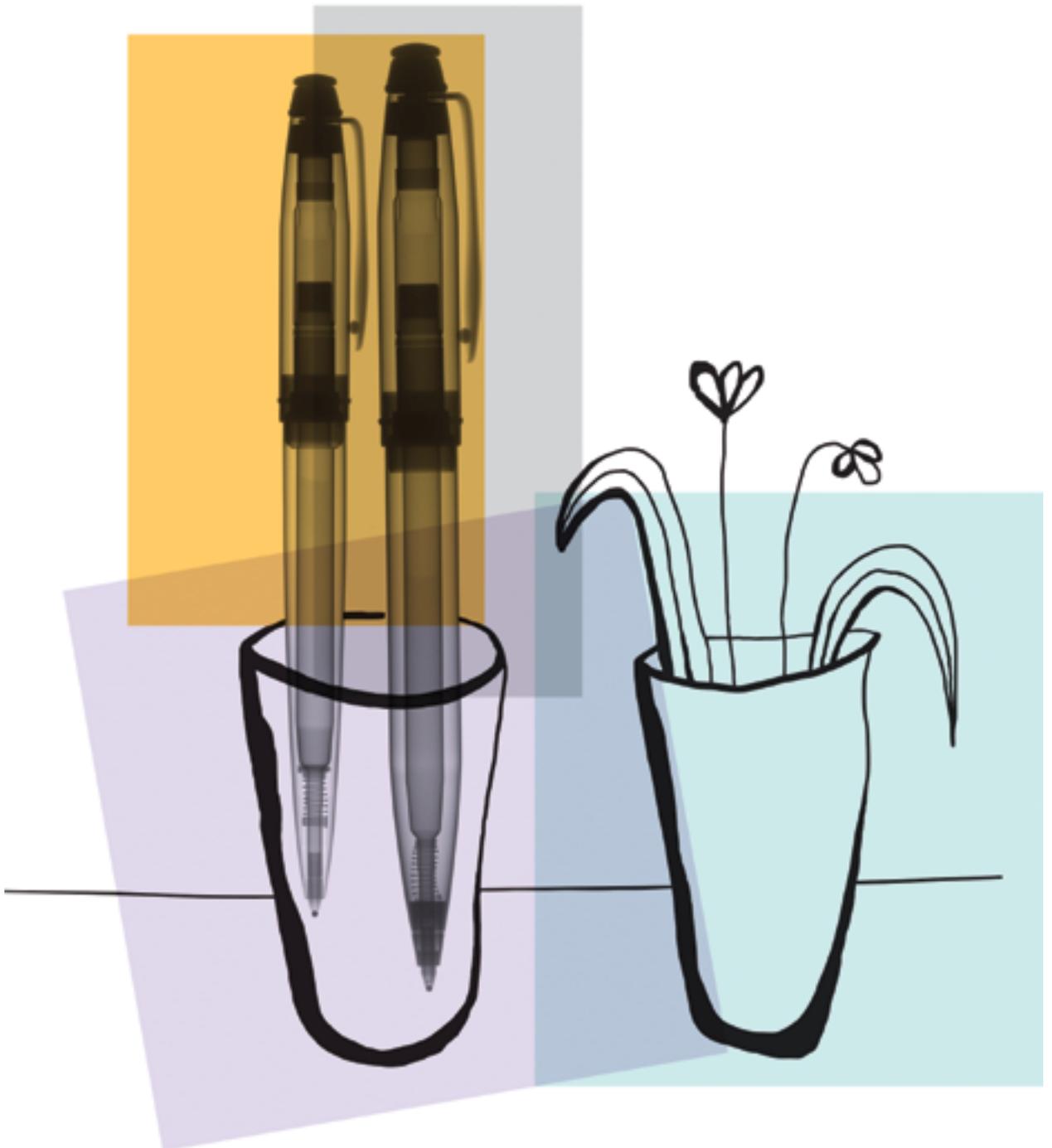


# Casualty Claims







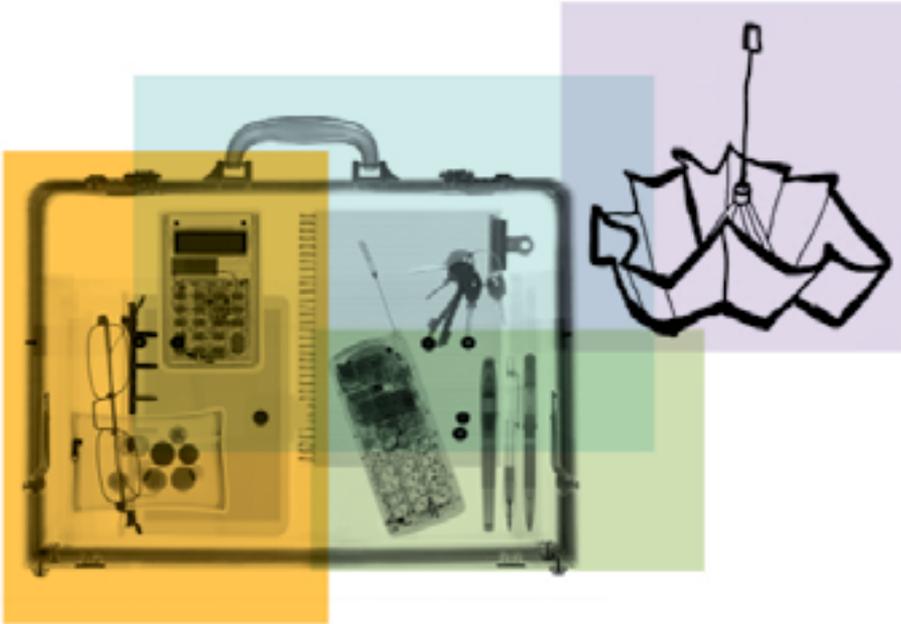
*“Sources are quick to stress that while they might initially choose this firm for its expertise and legal nous, what keeps them returning is its stellar client service.”*

Chambers 2013

Capsticks is a national law firm with offices in Birmingham, Chorley, Leeds and London.

We are specialists in handling bodily injury claims from small value, high-volume cases to multimillion pound brain damage lawsuits. Our expertise covers the whole spectrum of personal injury and medical malpractice insurance law. Our lawyers have considerable experience in all aspects of insurance claims handling, from advising in relation to risk, advising in relation to crisis management, to providing policy coverage advice, advising in respect of liability and quantum and conducting the litigation process to trial. Be it a slip or trip, a stress at work claim, a work related upper limb disorder or a catastrophic injury to a complex medical malpractice action, we have unrivalled expertise to deal with the claim.

We are rated as the leading defendant clinical negligence practice in London by both The Legal 500 and the Chambers UK Guides and have been a member of the NHS Resolution panel since its formation in 1999. We have developed a strong presence in the medical malpractice insurance market working closely with many of the leading insurers in the sector, including Novae / Axis, Beazley, QBE, Newline, XL Catlin Renaissance Re, Brit and Barbican.



## Your business is important to us.

How we work with you is up to you. We will always take the time to get to know you and how your business operates. Our priority is to ensure that you receive a quality service that offers real value for money, and we are happy to tailor our systems and processes to suit you.

We really do know what we're doing.

## Why come to us?

We offer you a personally tailored service. This makes for the best client relationship and ultimately the best result.

Getting to know you and how your business operates is important to us. We are happy to liaise with your insured where you want us to. After all, an insured that is happy with the legal service provided is more likely to keep its insurance cover than one that isn't. So we make a point of meeting up with our insurer clients and their insureds on a regular basis to make sure that everybody knows exactly how a claim is progressing.

As soon as possible, we will advise you on whether to fight or settle a claim. We're acutely aware of how important it is to control legal costs: our aim

is to achieve the most advantageous result as economically as possible. We try to push claimants into quantifying their claims early and we make early settlement offers where appropriate.

Our extensive experience of handling injury claims (which means that we don't learn on your time) and our south-west London location (which means that you don't pay for City of London overheads) help us to make sure you get real value for money. In particular, we can:

- offer competitive rates;
- provide comprehensive case and cost management; and
- come up with innovative fee proposals.

## How we work with you

We want you to get the best possible result from casualty claims, whatever the amount of damages at stake. Making that happen requires organisation. We develop individual case management systems with all of our clients that incorporate all aspects of the claim, including financial data, review dates and the case plan. And we're really good at doing this because we have lots of experience of handling all sizes of claims.



## Casualty claims

At the outset, we'll agree a standard operating policy with you, spelling out in detail how we'll handle your case. This will include reporting timescales, budgets and file reviews. We'll make sure that these are consistent with your standard terms and requirements.

We work in partnership with our insurer clients. So, for example, if we can see a way of helping underwriters to develop new opportunities through our existing relationships with key decision-makers – or of enabling insurers to build stronger relationships with their existing insureds – then we'll do it.

## We can offer you a lot

At the start of a case, our lawyers give clear and practical advice on technical policy coverage issues, if this is required.

We have considerable expertise when it comes to evaluating all levels of claims. This includes making an early pre-litigation assessment of any compensation that might be offered to a Claimant in order to reduce legal costs. The fact that we've done this kind of work many times before means that we can handle big and small cases efficiently and cost-effectively.

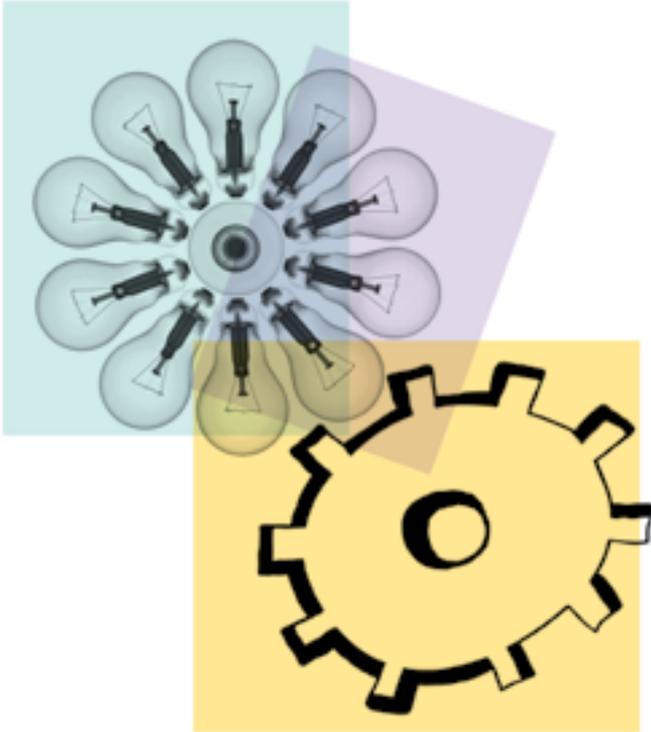
We make sure that the right level of lawyer works on the case, depending upon its profile, value and severity. We have established relationships with the most respected experts and barristers.

We have a specialised team advising on health and safety issues, including defending criminal prosecutions for corporate manslaughter. We

can also help clients prepare for monitoring visits by the Health and Safety Executive, and we specialise in supporting businesses through any criminal prosecution.

We have a team of specialists who can advise before and after an Inquest and act as advocates in front of the Coroner if necessary. Inquests often develop into claims and we run a joined-up service that links such cases directly into our injury claims team, thereby reducing costs.

We give clients practical advice about risk management through publications and lectures to staff. We also write board level reports on risk reduction and the identification, analysis and control of error. We've carried out claims and incident audits in hospitals in order to identify the lessons to be learned from past cases.



*“A true market leader, Capsticks stands out from other law firms, providing an extremely comprehensive service.”*

Legal 500 2013

## Our experience is adaptable

We have handled thousands of cases of maximum severity reserved at over £500,000, involving injuries to the spinal cord, brain or loss of limb, as well as neurological disorders and claims involving diminished or lost sight or hearing.

We have lawyers specialising in all these injuries, which means that major issues and common disagreements of opinion between medical experts can be anticipated early on.

This saves costs and speeds things up.

We are equally adept at handling claims at the other end of the scale, providing claims management services for low value/high volume cases including a fixed fee pre-litigation investigation service.

In addition, we can form an early view about reserving in claims because of the number we've seen in the past.

Because of the severity of the clinical negligence claims we handle on a daily basis, we genuinely have unrivalled expertise in dealing with the often trickier aspects of quantifying special damages, for example, future losses, care plans, cases involving reduced life expectancy and periodical payments.

# Like to know more?

Please visit our website: [www.capsticks.com](http://www.capsticks.com) or if you would like to speak with us, please call one of our team.



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