



# Police Civil Claims Journey

**Action Key** 

Customer

Addept

LD or another panel firm

### **SLA timeframes**

New Claim Decision: within 5 working days

Calls returned: within 4 working hours

General Email/Correspondence: within 5 working days

Urgent Email/Correspondence: within 7 working hours

As soon as the insured member has a civil issue, they will call Addept's legal helpline to discuss the matter.

The legal helpline will offer legal advice, and if appropriate, direct the member to submit their claim via Addept's online claim portal: <a href="www.addeptgroup.co.uk/portals">www.addeptgroup.co.uk/portals</a>

The member can, if they prefer,\_downloaded a paper claim form from the portal and email it to Addept instead

Once the member has completed and submitted the claim on the Addept portal it is automatically emailed into claims@addeptgroup.co.uk, with an automated receipt email notification sent to the member.

Addept's Claims Team will create a new claim record and confirm the claim is being processed to the member quoting the Addept claim number.

The Claims Team will contact the relevant federation office and request a 'cover' validation check.

### Cover in Place

Claims Team instruct panel solicitor

# Prosects of Success Assessed

Member advised of the outcome.

### No Cover

Claim record created. Federation office and panel solicitor informed. Claim closed.

## **Prospects Confirmed**

Terms agreed with panel firm.

# **Insufficient Prospects**

Federation office informed and Claim

Panel firm proceeds with conduct of case. They will: -

- Provide quarterly and key stage case updates to the Addept Claims Team
- Seek further authorisation for action, in accordance with panel terms.

The Claims Team update their Claim record on a periodic basis. They will follow up on any missed updates/actions using their internal diary system.

Panel firm handles the case through to conclusion.

On conclusion, panel firm reports details to The Claims Team.

The Claims Team validate panel firms report, sign off on panel firm fees (subject to panel terms being adhered to) and send confirmation of agreement to panel firm.

Panel firm submit invoice for fees which Addept will settle via the monthly fee bordereau bulk payment process.