MoJ Stakeholder Alert: New Offer for Unrepresented Claimants Using the Official injury Claim Service

Following the implementation of the Government's whiplash reforms on 31 May 2021, all road traffic accident related personal injury claims valued under the new small claims track limit of £5,000 will progress through the new Official Injury Claim (OIC) service. The process for obtaining medical reports where the claimant has legal representation will remain unchanged, but unrepresented claimants will need to use the OIC service to search for either a medical reporting organisation (MRO) or direct medical expert (DME) from which to source medical evidence. MROs and DMEs will be required to contact MedCo and opt-in to this process if they wish to offer services to unrepresented claimants.

In order to support and meet the requirements of unrepresented claimants when seeking a medical report, a new offer[1] is required. Therefore, the MoJ has today announced an offer which will only apply <u>specifically to unrepresented claimants</u> <u>sourcing medical reports via the new OIC service</u> from **31 May 2021.** The offer for claimant representatives and compensators sourcing medical evidence via MedCo directly remains unchanged[2].

MoJ has concluded that the offer as it applies to unrepresented claimants on completion of a MedCo search will be set at:

- Two x Tier 1 MROs and two x tier 2 MROs; or

- Five x DMEs.

In setting this offer the MoJ has considered stakeholder feedback, as well as data in a number of areas, including, but not limited to, the number of MROs in each tier and their geographical coverage. The new offer reflects the need for competition both within and between each tier and the MoJ will continue to keep this under review.

MINISTRY OF JUSTICE
26 MARCH 2021

---

[1] The offer refers to the number and mix of MROs or DMEs presented to users searching for a medical report provider via MedCo and is set by Government.
[2] The current 'offer' is two x tier 1 MROs and five x tier 2 MROs or seven x DMEs.