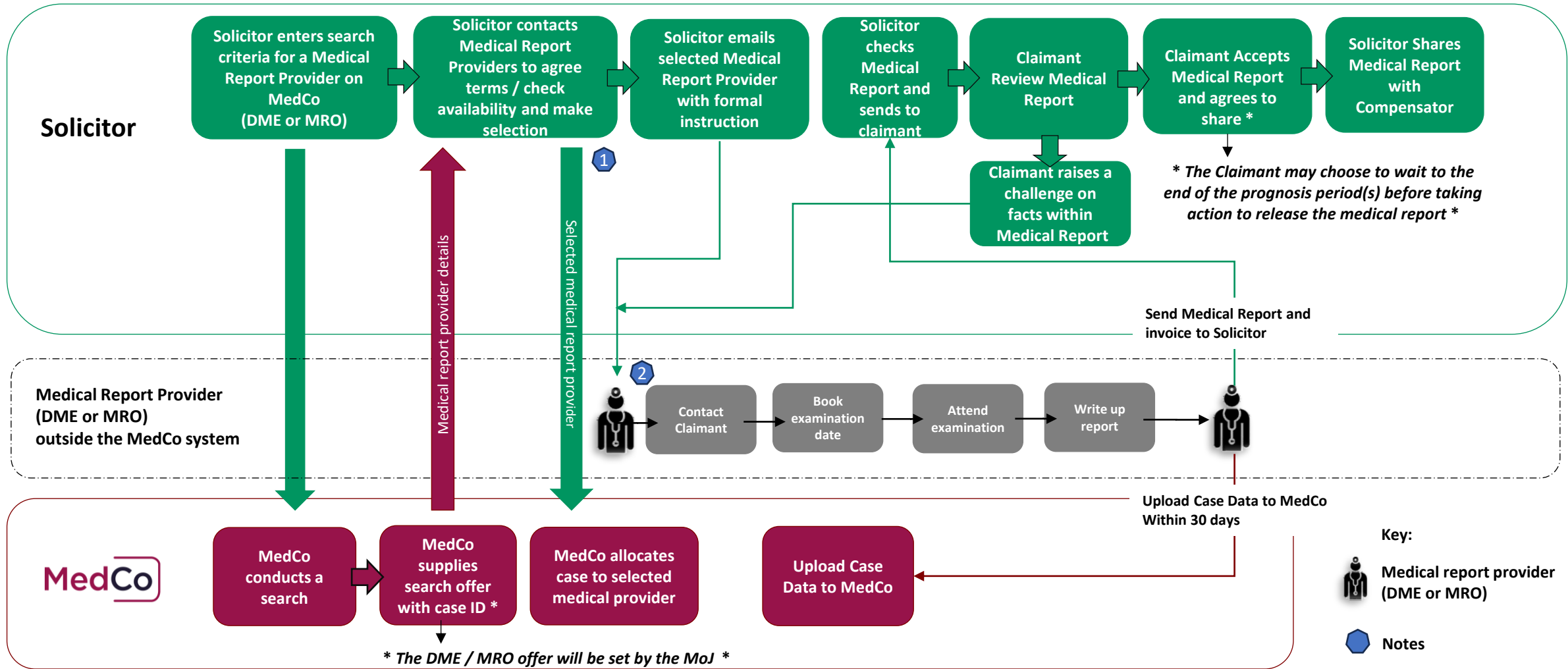


Represented Claimant – High level process flow



Notes

1. Terms and Conditions must be agreed with instructing firms of solicitors before a selection is made and must not include any condition that makes payment contingent on either the outcome or content of the report.
2. When a formal letter of instruction is received you must check that the instructing firm of solicitors have provided you with a Medco case reference for each claimant and that the case is allocated to you. To check a case is allocated to you, log into your account and select Manage Outstanding Cases. Enter the **MedCo Case Reference** in the Filters and press Search. If a case is not allocated to you, contact the instructing party to inform them. You must have a MedCo case reference before producing the report.