
OIC Monthly Claims Data

Data view: May 2021 – June 2024

1.Claim Volumes

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
☐ 2021	113,914	11,304	125,218
July	14,763	1,555	16,318
August	17,660	1,714	19,374
September	19,706	1,863	21,569
October	20,073	2,068	22,141
November	22,441	2,310	24,751
December	19,271	1,794	21,065
Total	113,914	11,304	125,218

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	Other	UK Law Firm	Total
☐ 2021	26,907	248	7	95,716	122,878
May				4	4
June	2,175	25	4	6,756	8,960
July	3,515	26	2	11,220	14,763
August	3,756	50		13,854	17,660
September	4,130	38		15,538	19,706
October	4,364	28		15,681	20,073
November	4,920	42	1	17,478	22,441
December	4,047	39		15,185	19,271
Total	26,907	248	7	95,716	122,878

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
☐ 2022	263,561	26,079	289,640
January	20,862	2,266	23,128
February	22,619	2,021	24,640
March	24,068	2,383	26,451
April	20,421	1,876	22,297
May	22,480	2,097	24,577
June	21,784	2,111	23,895
July	22,404	2,072	24,476
August	21,337	2,183	23,520
September	21,116	2,126	23,242
October	22,164	2,356	24,520
November	24,527	2,483	27,010
December	19,779	2,105	21,884
Total	263,561	26,079	289,640

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	Other	UK Law Firm	Total
☐ 2022	61,848	770	1	200,942	263,561
January	4,951	46		15,865	20,862
February	5,101	34		17,484	22,619
March	5,388	72		18,608	24,068
April	4,300	110		16,011	20,421
May	4,869	75		17,536	22,480
June	5,381	68	1	16,334	21,784
July	5,435	52		16,917	22,404
August	5,417	83		15,837	21,337
September	5,333	72		15,711	21,116
October	5,281	62		16,821	22,164
November	5,734	50		18,743	24,527
December	4,658	46		15,075	19,779
Total	61,848	770	1	200,942	263,561

1.Claim Volumes

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
2023	247,123	30,911	278,034
January	24,048	2,873	26,921
February	21,760	2,440	24,200
March	22,763	2,724	25,487
April	17,777	2,289	20,066
May	20,551	2,636	23,187
June	20,867	2,663	23,530
July	20,392	2,640	23,032
August	20,659	2,494	23,153
September	18,782	2,416	21,198
October	20,668	2,648	23,316
November	21,580	2,846	24,426
December	17,276	2,242	19,518
Total	247,123	30,911	278,034

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	UK Law Firm	Total
2023	54,704	724	191,695	247,123
January	5,242	73	18,733	24,048
February	4,972	91	16,697	21,760
March	5,350	112	17,301	22,763
April	4,156	58	13,563	17,777
May	4,682	54	15,815	20,551
June	4,454	52	16,361	20,867
July	4,633	45	15,714	20,392
August	4,737	56	15,866	20,659
September	3,867	57	14,858	18,782
October	4,358	45	16,265	20,668
November	4,587	48	16,945	21,580
December	3,666	33	13,577	17,276
Total	54,704	724	191,695	247,123

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
2024	113,936	15,621	129,557
January	21,182	2,974	24,156
February	19,997	2,597	22,594
March	18,768	2,592	21,360
April	19,470	2,525	21,995
May	17,675	2,410	20,085
June	16,844	2,523	19,367
Total	747,498	84,977	832,475

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	Other	UK Law Firm	Total
2024	24,642	218		89,076	113,936
January	4,230	51		16,901	21,182
February	4,092	42		15,863	19,997
March	3,912	31		14,825	18,768
April	4,668	30		14,772	19,470
May	4,205	34		13,436	17,675
June	3,535	30		13,279	16,844
Total	168,101	1,960	8	577,429	747,498

1.Claim Volumes - Injury Claim As Presented

1.3 Claims Volumes - Types of Claim

Types of Claim Group Year	Mixed Tariff				Non Tariff			Other		Tariff Only		Total	
	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological	Whiplash Only		Total
2021	7,125	39,628	36,577	83,330	887	4,297	5,184	97	97	13,745	27,737	41,482	130,093
May	1	3	1	5							1	1	6
June	365	2,760	2,621	5,746	49	258	307	6	6	1,009	2,508	3,517	9,576
July	715	4,716	4,673	10,104	105	572	677	12	12	1,689	3,260	4,949	15,742
August	894	5,720	5,217	11,831	129	746	875	12	12	2,008	3,978	5,986	18,704
September	1,014	6,674	5,796	13,484	152	731	883	18	18	2,058	4,393	6,451	20,836
October	1,251	6,441	6,033	13,725	160	669	829	19	19	2,287	4,406	6,693	21,266
November	1,419	7,252	6,554	15,225	170	736	906	17	17	2,479	5,105	7,584	23,732
December	1,466	6,062	5,682	13,210	122	585	707	13	13	2,215	4,086	6,301	20,231
Total	7,125	39,628	36,577	83,330	887	4,297	5,184	97	97	13,745	27,737	41,482	130,093

1.3 Claims Volumes - Types of Claim

Types of Claim Group Year	Mixed Tariff				Non Tariff			Other		Tariff Only		Total	
	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological	Whiplash Only		Total
2022	21,010	77,564	85,377	183,951	2,200	7,033	9,233	250	250	29,674	53,965	83,639	277,073
January	1,652	6,507	5,900	14,059	177	625	802	15	15	2,380	4,837	7,217	22,093
February	1,731	7,184	6,148	15,063	162	595	757	25	25	2,281	5,530	7,811	23,656
March	2,064	7,455	6,809	16,328	201	682	883	20	20	2,559	5,546	8,105	25,336
April	1,755	5,901	6,298	13,954	141	513	654	15	15	2,273	4,320	6,593	21,216
May	2,060	6,716	6,871	15,647	195	561	756	15	15	2,344	4,648	6,992	23,410
June	1,951	6,270	7,114	15,335	185	585	770	14	14	2,450	4,238	6,688	22,807
July	1,762	6,448	7,412	15,622	180	605	785	23	23	2,510	4,457	6,967	23,397
August	1,746	6,103	7,122	14,971	208	584	792	19	19	2,601	4,097	6,698	22,480
September	1,638	6,211	7,415	15,264	197	568	765	26	26	2,414	3,821	6,235	22,290
October	1,437	6,311	8,159	15,907	188	579	767	23	23	2,605	4,147	6,752	23,449
November	1,728	6,933	8,931	17,592	212	674	886	27	27	2,893	4,484	7,377	25,882
December	1,486	5,525	7,198	14,209	154	462	616	28	28	2,364	3,840	6,204	21,057
Total	21,010	77,564	85,377	183,951	2,200	7,033	9,233	250	250	29,674	53,965	83,639	277,073

1.Claim Volumes - Injury Claim As Presented



1.3 Claims Volumes - Types of Claim

Types of Claim Group Year	Mixed Tariff				Non Tariff			Other		Tariff Only		Total	
	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological	Whiplash Only		
2023	20,081	66,010	92,619	178,710	2,171	6,483	8,654	312	312	30,513	49,101	79,614	267,290
January	1,723	6,479	8,641	16,843	200	631	831	33	33	2,939	5,185	8,124	25,831
February	1,574	5,960	7,972	15,506	186	595	781	31	31	2,557	4,353	6,910	23,228
March	1,842	6,234	8,250	16,326	190	575	765	18	18	2,648	4,575	7,223	24,332
April	1,398	4,843	6,623	12,864	169	496	665	21	21	2,185	3,491	5,676	19,226
May	1,664	5,841	7,392	14,897	164	546	710	30	30	2,497	4,135	6,632	22,269
June	1,802	5,782	7,721	15,305	172	560	732	31	31	2,455	4,110	6,565	22,633
July	1,844	5,356	7,723	14,923	183	522	705	25	25	2,423	4,094	6,517	22,170
August	1,670	5,309	7,960	14,939	214	516	730	24	24	2,660	3,950	6,610	22,303
September	1,607	4,912	7,242	13,761	166	497	663	23	23	2,353	3,574	5,927	20,374
October	1,852	5,316	7,976	15,144	173	527	700	25	25	2,558	4,016	6,574	22,443
November	1,769	5,579	8,385	15,733	207	558	765	21	21	2,936	4,128	7,064	23,583
December	1,336	4,399	6,734	12,469	147	460	607	30	30	2,302	3,490	5,792	18,898
Total	20,081	66,010	92,619	178,710	2,171	6,483	8,654	312	312	30,513	49,101	79,614	267,290

1.3 Claims Volumes - Types of Claim

Types of Claim Group Year	Mixed Tariff				Non Tariff			Other		Tariff Only		Total	
	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological	Whiplash Only		
2024	9,891	29,472	45,123	84,486	948	2,914	3,862	137	137	14,514	21,399	35,913	124,398
January	1,634	5,493	8,504	15,631	206	572	778	19	19	2,695	4,098	6,793	23,221
February	1,594	5,086	7,850	14,530	177	522	699	26	26	2,618	3,904	6,522	21,777
March	1,589	4,766	7,365	13,720	159	475	634	23	23	2,568	3,604	6,172	20,549
April	1,659	5,004	7,644	14,307	167	465	632	25	25	2,563	3,688	6,251	21,215
May	1,747	4,630	7,059	13,436	118	430	548	22	22	2,140	3,101	5,241	19,247
June	1,668	4,493	6,701	12,862	121	450	571	22	22	1,930	3,004	4,934	18,389
Total	9,891	29,472	45,123	84,486	948	2,914	3,862	137	137	14,514	21,399	35,913	124,398

2.Settlements

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2021	3,260	2,855	6,115
June		1	1
July	1	53	54
August	7	260	267
September	123	528	651
October	409	578	987
November	1,093	705	1,798
December	1,627	730	2,357
Total	3,260	2,855	6,115

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2021	119	64	93
June		8	8
July	36	34	34
August	65	46	47
September	83	55	61
October	101	63	79
November	115	69	97
December	129	75	112
Total	119	64	93

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2021	5,953	187	6,140
June	485	15	500
July	781	7	788
August	894	31	925
September	961	29	990
October	995	35	1,030
November	982	37	1,019
December	855	33	888
Total	5,953	187	6,140

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2022	60,043	10,451	70,494
January	2,003	846	2,849
February	2,721	867	3,588
March	3,995	976	4,971
April	4,171	814	4,985
May	5,129	967	6,096
June	4,943	847	5,790
July	5,312	855	6,167
August	5,947	754	6,701
September	6,085	824	6,909
October	6,406	871	7,277
November	6,928	938	7,866
December	6,403	892	7,295
Total	60,043	10,451	70,494

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2022	211	107	195
January	148	89	130
February	156	91	140
March	171	88	154
April	177	91	163
May	187	103	174
June	200	106	186
July	206	111	193
August	221	119	209
September	232	119	219
October	236	123	223
November	238	126	225
December	248	118	232
Total	211	107	195

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2022	11,297	452	11,749
January	996	43	1,039
February	1,000	43	1,043
March	1,083	49	1,132
April	944	33	977
May	994	34	1,028
June	905	42	947
July	900	38	938
August	856	39	895
September	872	27	899
October	920	41	961
November	1,021	30	1,051
December	806	33	839
Total	11,297	452	11,749

2.Settlements

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2023	99,884	13,840	113,724
January	7,105	927	8,032
February	6,883	969	7,852
March	9,040	1,418	10,458
April	7,210	1,073	8,283
May	7,523	1,121	8,644
June	8,439	1,276	9,715
July	8,406	1,231	9,637
August	8,857	1,153	10,010
September	9,117	1,131	10,248
October	8,861	1,215	10,076
November	9,651	1,188	10,839
December	8,792	1,138	9,930
Total	99,884	13,840	113,724

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2023	284	129	265
January	254	131	240
February	253	120	237
March	255	128	238
April	264	127	247
May	267	126	249
June	276	121	256
July	273	131	255
August	292	124	273
September	299	131	280
October	301	127	280
November	304	129	285
December	343	157	322
Total	284	129	265

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2023	7,477	523	8,000
January	1,010	41	1,051
February	884	47	931
March	882	50	932
April	626	41	667
May	696	43	739
June	637	70	707
July	624	53	677
August	510	43	553
September	446	29	475
October	423	37	460
November	444	39	483
December	295	30	325
Total	7,477	523	8,000

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2024	51,079	7,575	58,654
January	9,267	1,231	10,498
February	9,141	1,329	10,470
March	8,362	1,299	9,661
April	8,064	1,323	9,387
May	8,444	1,271	9,715
June	7,801	1,122	8,923
Total	214,266	34,720	248,986

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2024	321	131	297
January	309	130	288
February	312	124	288
March	320	119	293
April	321	137	295
May	323	142	300
June	345	136	319
Total	270	118	248

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2024	714	166	880
January	299	36	335
February	211	47	258
March	135	33	168
April	51	30	81
May	13	19	32
June	5	1	6
Total	25,441	1,328	26,769

2.Settlements - Distribution of Tariff

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths
2021	417	1216	505	73	9	1
June		1				
July	2	14	2			
August	11	54	17			
September	41	111	50	10	1	
October	62	188	75	7	1	
November	123	373	165	25	2	1
December	178	475	196	31	5	
Total	417	1216	505	73	9	1

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	7 18-21 Mths
2021	438	2022	1180	236	12	1
July	5	15	11	1	1	
August	10	94	61	8	1	
September	51	206	137	22	3	
October	76	355	188	38		
November	138	592	311	72	4	1
December	158	760	472	95	3	
Total	438	2022	1180	236	12	1

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2022	4669	12460	6185	2371	608	88	23
January	229	557	261	51	13	2	
February	261	616	312	78	22	2	
March	311	996	457	122	25	4	
April	359	925	447	141	34	1	
May	415	1136	533	179	41	6	1
June	399	1036	502	227	41	3	
July	407	1095	493	172	63	5	3
August	434	1105	600	278	80	8	1
September	409	1187	583	274	79	12	3
October	474	1269	634	289	70	11	7
November	492	1342	679	285	69	19	2
December	479	1196	684	275	71	15	6
Total	4669	12460	6185	2371	608	88	23

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2022	5270	21185	13974	4626	1057	167	61
January	201	892	518	132	15	3	
February	241	1099	759	189	42	2	1
March	342	1606	985	264	87	2	1
April	376	1533	1019	280	55	4	1
May	459	1936	1158	358	56	5	5
June	395	1734	1133	358	70	9	1
July	465	1902	1255	400	94	11	3
August	511	1999	1302	481	115	11	9
September	509	1986	1375	547	132	25	7
October	565	2097	1474	485	113	23	6
November	635	2284	1612	587	125	35	15
December	571	2117	1384	545	153	37	12
Total	5270	21185	13974	4626	1057	167	61

2.Settlements - Distribution of Tariff

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2023	5829	16176	8813	3522	917	319	220
January	492	1273	716	303	64	16	17
February	472	1264	660	246	69	18	7
March	542	1538	830	344	82	20	15
April	421	1200	618	281	66	12	13
May	452	1237	619	254	74	20	12
June	504	1367	791	278	75	21	16
July	483	1362	744	300	83	24	16
August	486	1385	791	299	76	33	27
September	527	1442	793	312	81	42	29
October	477	1332	733	317	75	27	19
November	497	1456	815	337	75	43	20
December	476	1320	703	251	97	43	29
Total	5829	16176	8813	3522	917	319	220

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2023	9105	35381	23891	8760	1994	766	519
January	617	2330	1646	623	140	44	15
February	631	2447	1580	603	145	40	30
March	789	3317	2212	806	192	44	29
April	682	2590	1733	646	185	43	35
May	726	2669	1797	672	135	57	31
June	756	2991	2031	743	158	65	48
July	730	2978	2073	730	161	77	48
August	799	3075	2083	709	170	78	45
September	821	3176	2154	803	193	68	40
October	871	3171	2110	791	158	93	63
November	888	3412	2309	868	183	80	66
December	795	3225	2163	766	174	77	69
Total	9105	35381	23891	8760	1994	766	519

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2024	2779	7507	4119	1801	425	198	149
January	533	1360	741	337	79	27	29
February	517	1384	743	295	75	31	25
March	420	1223	696	306	74	34	31
April	437	1201	638	270	64	32	15
May	472	1239	656	317	69	30	22
June	400	1100	645	276	64	44	27
Total	13694	37359	19622	7767	1959	606	392

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2024	5118	18501	12714	4447	909	572	388
January	893	3262	2306	765	166	93	51
February	856	3379	2243	761	156	87	61
March	845	3030	2160	760	146	76	59
April	847	2964	2038	698	147	103	80
May	880	3041	2092	757	165	103	71
June	797	2825	1875	706	129	110	66
Total	19931	77089	51759	18069	3972	1505	969

2.Settlements - Average Values

2.6 Average Settlement Values

RepresentedClaim Year	Injury - non-tariff	Represented Tariff amount	Tariff uplift	Injury - non-tariff	Unrepresented Tariff amount	Tariff uplift
2021	£923	£609	£209	£959	£653	£155
June					£495	
July		£260		£785	£645	£138
August	£649	£601		£1,055	£642	£75
September	£1,016	£641		£1,055	£638	£110
October	£1,053	£583	£283	£968	£643	£143
November	£921	£606	£180	£945	£659	£200
December	£890	£615	£211	£862	£670	£160
Total	£923	£609	£209	£959	£653	£155

2.6 Average Settlement Values

RepresentedClaim Year	Injury - non-tariff	Represented Tariff amount	Tariff uplift	Injury - non-tariff	Unrepresented Tariff amount	Tariff uplift
2022	£885	£710	£205	£925	£721	£150
January	£902	£649	£170	£903	£651	£119
February	£904	£674	£328	£844	£697	£155
March	£926	£684	£338	£946	£691	£246
April	£890	£676	£198	£942	£712	£145
May	£865	£674	£173	£879	£711	£144
June	£889	£702	£198	£915	£698	£130
July	£876	£708	£192	£947	£692	£156
August	£905	£726	£210	£977	£734	£131
September	£864	£744	£171	£869	£766	£143
October	£878	£720	£170	£920	£758	£160
November	£860	£730	£254	£1,002	£782	£134
December	£902	£740	£139	£937	£765	£135
Total	£885	£710	£205	£925	£721	£150

2.Settlements - Average Values

2.6 Average Settlement Values

RepresentedClaim Year	Injury - non-tariff	Represented Tariff amount	Tariff uplift	Injury - non-tariff	Unrepresented Tariff amount	Tariff uplift
2023	£1,013	£758	£167	£1,032	£784	£166
January	£909	£747	£218	£1,004	£776	£190
February	£996	£742	£153	£1,070	£750	£188
March	£986	£742	£174	£1,083	£795	£169
April	£1,024	£755	£214	£1,066	£803	£152
May	£1,006	£743	£161	£1,072	£768	£145
June	£1,014	£762	£186	£981	£755	£157
July	£1,005	£765	£116	£1,050	£775	£146
August	£1,032	£755	£131	£1,039	£803	£145
September	£1,028	£764	£179	£1,012	£779	£145
October	£1,031	£767	£153	£983	£786	£164
November	£1,031	£767	£170	£987	£819	£274
December	£1,054	£776	£150	£1,050	£793	£150
Total	£1,013	£758	£167	£1,032	£784	£166

2.6 Average Settlement Values

RepresentedClaim Year	Injury - non-tariff	Represented Tariff amount	Tariff uplift	Injury - non-tariff	Unrepresented Tariff amount	Tariff uplift
2024	£1,092	£773	£143	£1,042	£791	£161
January	£1,059	£762	£255	£996	£798	£137
February	£1,056	£752	£98	£991	£797	£142
March	£1,049	£774	£138	£1,075	£789	£114
April	£1,095	£785	£136	£1,042	£779	£191
May	£1,147	£779	£108	£1,047	£780	£211
June	£1,153	£790	£148	£1,105	£807	£189
Total	£1,000	£746	£173	£998	£756	£159

2.Settlements - Average Values

2.7 Frequency Settled

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2021	888	3,207	44	1,086	2,802	100
June					1	
July		1		19	51	3
August	4	6		104	254	11
September	38	119		214	519	12
October	99	401	4	230	571	13
November	304	1,081	12	252	695	32
December	443	1,599	28	267	711	29
Total	888	3,207	44	1,086	2,802	100

2.7 Frequency Settled

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2022	21,747	59,167	811	4,190	10,199	526
January	640	1,985	22	321	823	46
February	931	2,671	36	340	853	53
March	1,443	3,942	61	418	957	46
April	1,450	4,113	48	345	793	47
May	1,782	5,048	78	383	939	29
June	1,787	4,871	68	322	827	46
July	1,892	5,224	75	342	836	52
August	2,261	5,871	79	288	734	41
September	2,299	5,994	79	305	808	55
October	2,435	6,313	92	347	852	31
November	2,543	6,826	83	398	910	42
December	2,284	6,309	90	381	867	38
Total	21,747	59,167	811	4,190	10,199	526

2.Settlements - Average Values

2.7 Frequency Settled

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2023	40,422	98,377	1,172	5,679	13,423	600
January	2,553	6,999	86	382	894	40
February	2,386	6,789	73	352	942	35
March	3,491	8,913	119	587	1,377	76
April	2,849	7,089	85	445	1,038	52
May	3,000	7,404	79	443	1,093	52
June	3,393	8,312	109	531	1,245	62
July	3,488	8,296	92	522	1,185	70
August	3,694	8,711	98	475	1,118	52
September	3,899	8,995	94	473	1,099	35
October	3,804	8,704	98	512	1,177	30
November	4,112	9,503	122	517	1,150	42
December	3,753	8,662	117	440	1,105	54
Total	40,422	98,377	1,172	5,679	13,423	600

2.7 Frequency Settled

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2024	22,199	50,281	697	3,346	7,326	282
January	3,940	9,105	98	512	1,202	52
February	3,896	9,000	127	587	1,277	52
March	3,617	8,229	117	574	1,255	53
April	3,467	7,943	128	591	1,281	44
May	3,740	8,336	118	557	1,235	47
June	3,539	7,668	109	525	1,076	34
Total	85,256	211,032	2,724	14,301	33,750	1,508

3. Exceptional Injuries & Circumstances

3.1 Exceptional Injuries and Circumstances

RepresentedClaim Year	Represented				Unrepresented			
	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
☐ 2021	106,932	3,138	3,785	9,023	9,233	537	336	2,260
May	4				3		1	3
June	7,797	208	297	658	779	45	29	202
July	12,901	318	439	1,105	1,155	64	38	298
August	15,379	460	535	1,286	1,298	70	45	301
September	17,151	512	629	1,414	1,356	84	56	367
October	17,354	523	649	1,547	1,581	94	52	341
November	19,575	590	644	1,632	1,743	96	64	407
December	16,771	527	592	1,381	1,318	84	51	341
Total	106,932	3,138	3,785	9,023	9,233	537	336	2,260

3.1 Exceptional Injuries and Circumstances

RepresentedClaim Year	Represented				Unrepresented			
	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
☐ 2022	225,235	7,853	10,403	20,070	18,919	1,238	771	5,151
January	18,191	564	625	1,482	1,682	100	63	421
February	19,559	699	686	1,675	1,463	92	77	389
March	20,751	718	833	1,766	1,719	120	67	477
April	17,647	592	699	1,483	1,350	94	53	379
May	19,366	645	838	1,631	1,504	115	56	422
June	18,394	590	927	1,873	1,502	98	66	445
July	19,043	662	993	1,706	1,515	97	74	386
August	18,228	540	930	1,639	1,557	106	54	466
September	17,868	746	882	1,620	1,513	116	63	434
October	18,851	686	976	1,651	1,755	91	56	454
November	20,628	762	1,093	2,044	1,813	115	70	485
December	16,709	649	921	1,500	1,546	94	72	393
Total	225,235	7,853	10,403	20,070	18,919	1,238	771	5,151

3. Exceptional Injuries & Circumstances

3.1 Exceptional Injuries and Circumstances

Represented Claim	Year	Represented				Unrepresented			
		No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
☐ 2023		209,239	6,475	12,429	18,980	22,198	1,389	950	6,374
January		20,373	674	1,159	1,842	2,060	127	83	603
February		18,536	538	1,121	1,565	1,799	95	73	473
March		19,533	577	1,047	1,606	1,953	121	99	551
April		15,221	385	818	1,353	1,689	98	74	428
May		17,424	535	1,008	1,584	1,895	107	84	550
June		17,930	519	947	1,471	1,910	113	84	556
July		17,392	465	1,049	1,486	1,865	117	71	587
August		17,310	569	1,170	1,610	1,788	127	69	510
September		15,834	496	1,039	1,413	1,741	106	73	496
October		17,332	584	1,045	1,707	1,910	131	77	530
November		18,028	645	1,043	1,864	2,035	143	90	578
December		14,326	488	983	1,479	1,553	104	73	512
Total		209,239	6,475	12,429	18,980	22,198	1,389	950	6,374

3.1 Exceptional Injuries and Circumstances

Represented Claim	Year	Represented				Unrepresented			
		No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
☐ 2024		90,235	3,975	8,477	11,249	10,231	851	613	3,926
January		17,143	682	1,413	1,944	2,111	150	86	627
February		16,045	674	1,343	1,935	1,830	114	90	563
March		14,806	608	1,440	1,914	1,787	132	90	583
April		14,917	743	1,723	2,087	1,635	145	86	659
May		13,932	645	1,346	1,752	1,459	149	117	685
June		13,392	623	1,212	1,617	1,409	161	144	809
Total		623,840	21,233	34,797	58,664	59,799	3,970	2,640	17,506

4.Claims Exiting The Portal

4.1 Claims Exiting The Portal

RepresentedClaim Year	Court	Represented				Unrepresented				Total	
		Rejected Liability	Removed	Withdrawn	Total	Court	Rejected Liability	Removed	Withdrawn		Total
☐ 2021	17	125	7,573	2,740	10,455	16	17	709	435	1,177	11,632
June			66	93	159		1	9	18	28	187
July		1	449	274	724			77	52	129	853
August		5	892	348	1,245	1	1	65	56	123	1,368
September	3	53	1,223	404	1,683	2	2	118	86	208	1,891
October		25	1,403	449	1,877	4	4	140	68	216	2,093
November	7	28	1,842	559	2,436	2	8	155	86	251	2,687
December	7	13	1,698	613	2,331	7	1	145	69	222	2,553
Total	17	125	7,573	2,740	10,455	16	17	709	435	1,177	11,632

4.1 Claims Exiting The Portal

RepresentedClaim Year	Court	Represented				Unrepresented				Total	
		Rejected Liability	Removed	Withdrawn	Total	Court	Rejected Liability	Removed	Withdrawn		Total
☐ 2022	3,247	333	15,341	13,478	32,399	151	67	1,039	940	2,197	34,596
January	35	11	1,857	765	2,668	9	3	161	80	253	2,921
February	63	18	2,040	704	2,825	4	9	185	89	287	3,112
March	93	19	1,436	1,562	3,110	12	9	120	100	241	3,351
April	79	23	326	1,182	1,610	11	4	51	73	139	1,749
May	138	25	446	1,092	1,701	16	9	63	83	171	1,872
June	138	22	602	1,110	1,872	11	5	70	54	140	2,012
July	297	39	824	1,140	2,300	17	9	54	68	148	2,448
August	201	47	1,037	1,130	2,415	15	3	72	79	169	2,584
September	512	44	1,320	1,125	3,001	10	6	62	68	146	3,147
October	708	29	2,694	1,250	4,681	20	6	58	77	161	4,842
November	474	39	1,511	1,375	3,399	14	2	85	90	191	3,590
December	509	17	1,248	1,043	2,817	12	2	58	79	151	2,968
Total	3,247	333	15,341	13,478	32,399	151	67	1,039	940	2,197	34,596

4.Claims Exiting The Portal

4.1 Claims Exiting The Portal

Represented Claim Year	Court	Represented				Total	Court	Unrepresented			Total	Total
		Rejected Liability	Removed	Withdrawn	Total			Rejected Liability	Removed	Withdrawn		
2023	10,229	423	22,671	23,685	57,008	220	94	1,169	1,051	2,534	59,542	
January	635	35	1,767	1,340	3,777	18	6	98	78	200	3,977	
February	653	35	1,707	2,007	4,402	12	5	90	78	185	4,587	
March	769	51	1,874	1,709	4,403	20	11	107	89	227	4,630	
April	610	26	1,327	1,624	3,587	22	9	90	67	188	3,775	
May	673	34	1,692	1,727	4,126	14	8	82	93	197	4,323	
June	865	25	1,757	1,483	4,130	21	6	111	75	213	4,343	
July	932	41	1,683	1,361	4,017	24	10	99	81	214	4,231	
August	1,052	34	3,311	3,725	8,122	13	8	101	137	259	8,381	
September	970	39	2,207	2,735	5,951	14	11	90	99	214	6,165	
October	1,094	24	1,782	2,213	5,113	19	9	94	100	222	5,335	
November	1,100	26	1,863	2,078	5,067	23	3	116	90	232	5,299	
December	876	53	1,701	1,683	4,313	20	8	91	64	183	4,496	
Total	10,229	423	22,671	23,685	57,008	220	94	1,169	1,051	2,534	59,542	

4.1 Claims Exiting The Portal

Represented Claim Year	Court	Represented				Total	Court	Unrepresented			Total	Total
		Rejected Liability	Removed	Withdrawn	Total			Rejected Liability	Removed	Withdrawn		
2024	7,538	201	26,243	26,207	60,189	142	53	692	646	1,533	61,722	
January	1,227	44	2,324	2,719	6,314	34	10	116	97	257	6,571	
February	1,263	29	2,205	5,387	8,884	32	8	117	108	265	9,149	
March	1,109	37	4,199	4,767	10,112	20	8	116	93	237	10,349	
April	1,268	31	7,628	3,975	12,902	25	11	126	92	254	13,156	
May	1,356	25	3,689	5,439	10,509	16	10	99	108	233	10,742	
June	1,315	35	6,198	3,920	11,468	15	6	118	148	287	11,755	
Total	21,031	1,082	71,828	66,110	160,051	529	231	3,609	3,072	7,441	167,492	

4.Claims Exiting The Portal

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2021	472	647	735	428	1,420	5,000	1,753
December	106	108	157	123	297	1,200	340
November	121	125	143	75	308	1,252	412
October	83	99	134	43	244	932	342
September	102	140	96	79	205	764	297
August	25	108	132	57	149	557	217
July	27	57	49	39	166	254	132
June	8	10	24	12	51	41	13
Total	472	647	735	428	1,420	5,000	1,753

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2021	91	129	56	80	85	205	394	137
June	1	3	2	3	4	9	6	
July	6	23	3	6	8	35	28	20
August	9	13	9	8	6	33	33	12
September	15	25	14	14	18	35	59	28
October	19	25	7	13	18	29	76	29
November	22	20	13	12	21	38	99	26
December	19	20	8	24	10	26	93	22
Total	91	129	56	80	85	205	394	137

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2022	6,607	684	3,205	2,055	7,181	9,865	2,802
January	130	127	191	159	383	1,346	332
February	245	161	180	132	333	1,373	401
March	346	95	303	190	925	1,001	250
April	249	8	176	292	641	185	59
May	346	15	269	156	596	249	70
June	356	19	276	141	597	387	96
July	562	34	256	129	661	493	165
August	568	30	262	132	619	599	205
September	900	38	267	123	610	804	259
October	1,156	101	355	191	620	1,727	531
November	937	30	468	236	642	826	260
December	812	26	202	174	554	875	174
Total	6,607	684	3,205	2,055	7,181	9,865	2,802

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2022	379	107	246	201	169	361	600	134
January	28	22	19	8	15	37	108	16
February	31	26	15	20	19	31	114	31
March	37	19	18	20	22	40	67	18
April	25	4	17	19	9	31	27	7
May	38	2	19	24	16	29	39	4
June	28	2	17	17	7	19	41	9
July	38	8	21	9	11	28	27	6
August	30	9	31	23	5	28	39	4
September	27	3	23	16	12	23	33	9
October	39	1	23	10	13	32	32	11
November	29	7	25	20	19	34	44	13
December	29	4	18	15	21	29	29	6
Total	379	107	246	201	169	361	600	134

4.Claims Exiting The Portal

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2023	17,790	608	3,691	3,209	14,052	14,182	3,476
January	1,096	42	343	192	702	1,037	365
February	1,180	42	347	241	1,204	1,112	276
March	1,393	52	351	183	925	1,204	295
April	1,098	33	256	266	905	842	187
May	1,211	34	259	356	950	1,057	259
June	1,490	46	310	181	766	1,071	266
July	1,472	56	240	139	805	1,032	273
August	1,982	66	535	226	2,721	2,061	531
September	1,662	67	359	753	1,414	1,389	307
October	1,778	60	252	211	1,436	1,144	232
November	1,879	49	251	278	1,209	1,145	256
December	1,549	61	188	183	1,015	1,088	229
Total	17,790	608	3,691	3,209	14,052	14,182	3,476

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2023	513	74	251	259	166	442	686	143
January	42	4	27	20	7	33	54	13
February	32	5	14	15	20	32	54	13
March	50	4	21	14	20	36	65	17
April	46	9	20	11	9	30	53	10
May	34	4	15	19	14	50	49	12
June	38	7	18	26	10	28	68	18
July	48	8	27	24	15	28	56	8
August	37	8	26	33	20	63	63	9
September	48	9	23	19	16	41	46	12
October	45	3	26	32	11	39	58	8
November	51	6	18	29	12	36	63	17
December	42	7	16	17	12	26	57	6
Total	513	74	251	259	166	442	686	143

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2024	17,004	787	5,152	2,965	13,479	16,823	3,979
January	2,318	66	305	377	1,453	1,481	314
February	2,542	54	738	505	3,374	1,362	309
March	2,695	120	1,048	574	2,286	2,800	589
April	3,095	231	1,137	436	1,946	5,017	1,040
May	3,116	112	1,114	618	2,565	2,378	606
June	3,238	204	810	455	1,855	3,785	1,121
Total	41,873	2,726	12,783	8,657	36,132	45,870	12,010

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2024	308	41	152	152	97	277	412	94
January	62	4	25	20	14	45	67	20
February	57	4	35	23	11	45	76	14
March	51	10	20	25	13	42	60	16
April	59	8	24	21	14	43	75	10
May	44	7	24	20	20	44	65	9
June	35	8	24	43	25	58	69	25
Total	1,290	348	703	689	513	1,276	2,086	508

5. Liability Decisions

5.1 Liability Decisions

RepresentedClaim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
<input checked="" type="checkbox"/> 2021	1,692	76,233	2,443	6,526	86,894	117	8,282	62	391	8,852	95,746
May							2		1	3	3
June	98	5,529	226	393	6,246	11	691	5	25	732	6,978
July	202	9,229	321	749	10,501	16	1,032	10	48	1,106	11,607
August	234	10,993	350	925	12,502	17	1,174	8	64	1,263	13,765
September	264	12,268	377	1,038	13,947	17	1,260	7	53	1,337	15,284
October	305	12,519	388	1,132	14,344	26	1,367	13	73	1,479	15,823
November	329	13,856	415	1,155	15,755	17	1,555	12	65	1,649	17,404
December	260	11,839	366	1,134	13,599	13	1,201	7	62	1,283	14,882
Total	1,692	76,233	2,443	6,526	86,894	117	8,282	62	391	8,852	95,746

5.1 Liability Decisions

RepresentedClaim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
<input checked="" type="checkbox"/> 2022	4,867	161,197	4,709	18,756	189,529	314	17,306	117	925	18,662	208,191
January	273	12,953	380	1,203	14,809	27	1,534	13	74	1,648	16,457
February	392	13,793	386	1,363	15,934	23	1,335	12	68	1,438	17,372
March	379	14,632	447	1,609	17,067	23	1,605	6	85	1,719	18,786
April	332	12,235	388	1,410	14,365	18	1,218	10	59	1,305	15,670
May	383	13,532	400	1,546	15,861	19	1,408	6	75	1,508	17,369
June	403	12,997	384	1,520	15,304	16	1,426	8	61	1,511	16,815
July	454	13,588	406	1,641	16,089	38	1,384	10	66	1,498	17,587
August	394	13,057	403	1,532	15,386	30	1,420	9	76	1,535	16,921
September	399	12,778	391	1,666	15,234	30	1,394	10	89	1,523	16,757
October	509	13,814	380	1,670	16,373	32	1,570	11	84	1,697	18,070
November	509	15,365	430	1,963	18,267	31	1,640	10	95	1,776	20,043
December	440	12,453	314	1,633	14,840	27	1,372	12	93	1,504	16,344
Total	4,867	161,197	4,709	18,756	189,529	314	17,306	117	925	18,662	208,191

5. Liability Decisions

5.1 Liability Decisions

Represented Claim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
2023	7,269	153,175	3,899	24,271	188,614	390	20,283	150	1,432	22,255	210,869
January	538	14,960	415	1,908	17,821	17	1,933	21	114	2,085	19,906
February	461	13,467	350	1,758	16,036	21	1,594	14	113	1,742	17,778
March	572	13,899	374	1,926	16,771	28	1,830	11	109	1,978	18,749
April	421	11,017	265	1,569	13,272	35	1,564	12	94	1,705	14,977
May	542	12,669	307	1,946	15,464	29	1,709	11	146	1,895	17,359
June	571	12,967	362	2,045	15,945	35	1,758	13	132	1,938	17,883
July	606	12,792	288	2,060	15,746	46	1,696	10	126	1,878	17,624
August	638	12,573	364	2,206	15,781	37	1,622	14	118	1,791	17,572
September	681	11,489	294	1,954	14,418	24	1,548	13	114	1,699	16,117
October	816	12,655	311	2,333	16,115	52	1,676	12	122	1,862	17,977
November	805	13,575	346	2,492	17,218	39	1,875	11	131	2,056	19,274
December	618	11,112	223	2,074	14,027	27	1,478	8	113	1,626	15,653
Total	7,269	153,175	3,899	24,271	188,614	390	20,283	150	1,432	22,255	210,869

5.1 Liability Decisions

Represented Claim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
2024	4,213	61,053	1,224	12,886	79,376	266	8,523	61	643	9,493	88,869
January	858	13,142	278	2,677	16,955	55	1,887	12	159	2,113	19,068
February	853	12,390	286	2,567	16,096	49	1,652	20	122	1,843	17,939
March	905	11,702	225	2,556	15,388	55	1,571	12	149	1,787	17,175
April	860	12,248	218	2,913	16,239	47	1,583	11	115	1,756	17,995
May	571	8,512	183	1,857	11,123	45	1,235	4	83	1,367	12,490
June	166	3,059	34	316	3,575	15	595	2	15	627	4,202
Total	18,041	451,658	12,275	62,439	544,413	1,087	54,394	390	3,391	59,262	603,675

1. Claims Entered

Table 1.1 shows the number of claims entered into the system per month since the launch of OIC.

Date shown in table is created date.

Table 1.2 gives a breakdown of claims entered split into Types of user:

Date shown in table is created date.

* An ABS is an entity authorised by a licensing body (usually a regulator) to provide reserved legal activities. An ABS allows non-lawyers to own or invest in legal services providers, where previously ownership was restricted to legal professionals.

** CMCs supporting claimants on the OIC service must have Financial Conduct Authority authorisation to provide advice in relation to a personal injury claim. CMCs with other types of authorisation, such as lead generation, are not allowed to represent claimants via the service.

*** In limited circumstances, professional users may select 'other' when creating an account, where that user's profession does not match the options provided. For example, it may be used by a CILEX barrister.

Table 1.3 Types of claim shows the volume of claims entered in to the system split by Tariff and Injury Groupings.

Date shown in table is created date.

The OIC service can be used to claim compensation for a range of different RTA-related injuries with a value of less than £5,000.

1. Whiplash is an injury of soft tissue in the neck, back or shoulder, as defined by Part 1, section 1 of the Civil Liability Act 2018.

2. Minor psychological injury includes shock, anxiety and other psychological conditions.

3. Single physical injuries, include bruising, abrasion, cuts, scarring, fracture, headaches, sprain or strain and affected senses.

4. 'Multiple injuries' refers to more than one physical injury as defined above. In these claims, tariff and non-tariff damages would apply.

5. 'Other' refers to claimants who are unsure of their injuries and are awaiting medical assessment.

* Claims in the status of pending new, that have not had injury type added, are excluded.

2.Settlements

Table 2.1 Shows settled claims by month based on closed date. A Settled claim has had the offer accepted and the case has fully closed in the system.

Inputs:

Offer accepted

Closed Date is not blank

Date shown in table is Closed Date

Table 2.2 provides details on the average number of days for a claim to settle. This is measured from the date the claim comes out of pending new status until the date the claim is closed.

Inputs:

Offer accepted

Closed Date is not blank

Date shown in table is Closed Date

Table 2.3 Open settlements are claims which have settled (offer accepted) but not yet fully progressed through the portal journey (*not closed fully*).

Inputs:

Offer accepted

Closed Date is blank

Date shown in table is Created Date

Table 2.4 volume of settled claims falling within the whiplash tariff bandings per month

Inputs:

Compensator Agrees Uplift = No

Claim is settled

Tariff Group = Whiplash Tariff

Date shown in table is Closed Date

Table 2.5

Volume of settled claims falling within the whiplash tariff where there is also a minor psychological injury

Inputs:

Compensator Agrees Uplift = No

Claim is settled

Tariff Group = Whiplash + Minor Psychological

Date shown in table is Closed Date

Table 2.6 shows average settlements for tariff and non-tariff elements split by represented and unrepresented users.

Inputs:

Offer accepted

Closed Date is not blank

Claim is either: Tariff Amount, Tariff Uplift or Injury Non Tariff (offer amount is >0 for the claim to be used in the average calculation against each group)

Date shown in table is Closed Date

Table 2.7 volume of cases settled within the tariff and non-tariff elements in table 2.6

Inputs:

Offer accepted

Closed Date is not blank

Claim is either: Tariff Amount, Tariff Uplift or Injury Non Tariff (offer amount is >0 for the claim to be used in the claim volume count against each group)

Date shown in table is Closed Date

3.Exceptional Injuries and circumstances

Table 3.1 shows the number of claims by entered by month, broken down by representation which have included a claim for uplift for exceptionality of any kind.

The Whiplash Injury Regulations 2021 also provide for a court to award an uplift in damages of up to 20% where either the injuries suffered, or the claimant's circumstances are considered to be exceptional.

Exceptional circumstances. This means that the claimant believes they should receive higher damages than those provided for under the whiplash tariff due to the impact of their accident on their home/work/social life or activities.

Exceptional injuries. This is slightly different from 'exceptional circumstances' and usually means that the claimant believes that their injuries are exceptionally severe and that they should receive higher damages than those provided for under the whiplash tariff.

Inputs:

Count of claims by exception type (exception is input by user).

Date shown in table is Created Date

4.Claims Exiting The Portal

Claims can exit the portal for a number of reasons. **Table 4.1** provides details of these split by representation.

Additionally, **Tables 4.2 & 4.3** give more detailed reasons for exit. NB these categories are self-selected by the user at point of exit and as such should only be considered as an approximate indication of the reason for exit.

Inputs:

Count of claims with exit reason populated

Closed date is not blank

Date shown in table is closed date

5.Liability Decisions

Table 5.1 shows claims that have had a liability decision made by the compensator since the start of the service

Inputs:

Pending Liability End Date is not blank

Claim Status is not Resolved-Removed, Resolved-Withdrawn or Pending-Withdrawal

Liability Decision is not Blank

Date shown in table is claim created date, this means that a liability decision may happen in the month after the claim was created.