

news&views

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Moving on up



As many readers may know **comercrawley** moved to new offices on Victoria Road, Diss on 19 September.

Some of you will also know that this was the second time the company has relocated in the last two years.

Understandably, there was some reluctance among staff to move again, but the opportunity for the company to acquire its own premises on a prominent site in Diss was too good to miss.

The building was previously known as Cartco House and was occupied by The Colegate Group.

"We have undertaken a fairly extensive programme of works to ensure that the building fully meets our business needs,

and have renamed it Chancery House, which is more in keeping with the nature of our business," says Ian Comer, senior director.

"We are delighted with our new offices. They meet our current needs perfectly - and provide room for expansion in the coming years," Ian concludes.



We wish you all a Merry Christmas and a Happy New Year...

your questions answered...

In each issue we will deal with a topic raised by a reader.

A friend of mine has recently received compensation after pursuing a claim through a firm of personal injury solicitors. The firm took the case on a 'no win- no fee' basis, but she did not receive all of the compensation that the insurance company paid as some was used to cover legal costs. Can you explain what 'no win-no fee' means, and how it works?

It is perhaps best to start off by explaining how **comercrawley** operates a Conditional Fee Agreement, which is the proper name for 'no win - no fee'.

We offer our clients a true 'no win-no fee' service, which means that we ensure that a claim will not cost them a penny, win or lose. We act for clients in the hope and belief that the claim will be successful, in which case we will recover the costs of the claim from the opponent (the general rule is that the loser pays the winner's costs).

In the event that the claim is unsuccessful, the client does not have to pay our legal costs (and we do not get paid for the work that we have carried out). And if the claim is successful we promise that our client will receive all of the compensation.

As well as the solicitor's own fees, there will be other legal costs and expenses incurred in pursuing a compensation claim. These are called 'disbursements' and examples include fees for medical records and medical reports, and court costs. We also take care of these costs for our clients - once again, on the basis that if the claim is successful we will recover these from the other party.

We also ensure that our client will not be responsible for the opponent's costs in the event of a claim being unsuccessful. It is possible to insure against this risk and, in appropriate cases, we pay the insurance premium on behalf of our clients.

However, not all personal injury lawyers operate Conditional Fee Agreements as we do.

Some firms charge their clients an additional 'success' fee, which is deducted from the compensation if the claim is successful. This would appear to be what has happened in your friend's case.

Also, some solicitors ask their clients to contribute towards the legal costs by paying disbursements or an insurance premium. Although this is permissible under a Conditional Fee Agreement, clients often feel that 'no win-no fee' is a little misleading in this instance - as they assumed this meant that they would not have to pay any legal costs.

In summary, it is important to make sure that your solicitor offers a complete 'no cost to client' service - as is the case with **comercrawley**.

If you have a question for our legal advice team please submit it by email:

enquires@comercrawley.co.uk or in writing to: **Chancery House • Victoria Road • Diss • Norfolk • IP22 4HZ**

Supporting the local community



In the last few months **comercrawley** has set up a number of new arrangements to improve its service and help support local people and services, including:

Supporting the East Anglian Air Ambulance

We are acutely aware of the invaluable service that the East Anglian Air Ambulance provides - and that it relies on donations and fundraising to operate each year. **comercrawley** is supporting the air ambulance by advertising in its publication, Anglia Lift Off - and by making a further donation for every case that we take on as a result of advertising in the magazine.

Establishing a free legal advice clinic in Botesdale

Clients can now arrange an appointment with **comercrawley** at the new Dudley Orves Medical Resource Centre in Botesdale, which was set up by the Friends of Botesdale Health Centre.

The Centre opened on 17 October to provide a wide range of treatment and consultancy services to local residents. The Centre offers consultations with a number of health-related practitioners including a physiotherapist, chiropodist, counsellor and clinical herbalist.

Competition corner...

INJURED IN AN ACCIDENT?
PUT YOUR CLAIM SAFELY IN THE HANDS OF LOCAL PERSONAL INJURY LAWYERS THAT SPECIALISE IN COMPENSATION CASES
YOU WILL RECEIVE 100% OF THE COMPENSATION & NO CHARGES GUARANTEED AS WE ACT ON A NO-WIN NO-FEE BASIS

Personal Injury - Road Traffic Accidents - Industrial Injury - Personal Injury - Negligence
Driver - Passenger - Cyclist - Motorcyclist - Pilot - Passenger - Pedestrian
ACCIDENTS AT WORK
Reddy Machinery - Unlaid Premises - Dangerous Training - Lack Of Resources For Training - Negligence
- Accident By Work Colleagues
INDUSTRIAL INJURY
- Airborne Related Cases - Industrial Diseases / Toxins - Work Related Upper Limb Disorders
- Stress Related Psychiatric Illness

from a simple fall to an industrial disaster
We Offer To Return Telephone Calls
The Same Day - To Keep Clients Regularly
Advised Of Progress & To Offer Letters In Plain English

T: 08706 070 709
comercrawley
the personal injury lawyers

* MEMBERS OF THE LAW SOCIETY SPECIALIST PERSONAL INJURY PANEL *
enquiries@comercrawley.co.uk | www.comercrawley.co.uk

Here's an advertisement that was designed for us recently. It contains a mistake, which we found amusing - see if you can spot it. Send your entry by post or e-mail by 31 December 2005. All correct entries will be entered for draw, which will take place on 6 January 2006 - and the lucky winner will receive a bottle of champagne to toast the New Year. Good luck!

fastcuts

A rapid roundup of developments in personal injury claims and at comercrawley

No logo - No go

The Association of Personal Injury Lawyers (APIL) has recently launched its No logo - No go campaign to inform members of the public of the importance of using a qualified and specialist lawyer to handle a personal injury claim. All of **comercrawley's** solicitors are members of APIL.

Headway members

comercrawley is now a corporate member of Headway, the national charity that promotes understanding of brain injury. Headway also provides information, support and services to people with a brain injury, and to their family and carers.

On the web - soon

comercrawley is in the process of designing and setting up its first corporate website, www.comercrawley.co.uk, which will be launched in the coming weeks.

Conditional Fee Agreements simplified

New regulations have recently been introduced to make Conditional Fee Agreements (no win, no fee) simpler. The previous lengthy seven page Agreement is now a much simpler and shorter single page document.

Accident stats published

Government statistics show that there were 207,410 road accidents resulting in personal injury in 2004 - 3% down on the previous year. Road accident deaths fell by 8% and pedestrian casualties were 4% lower than in 2003. While the number of pedal cyclists killed rose by 18%, the number of motorcycle deaths fell by 16%. These statistics are based on accidents reported to the police, and therefore the actual number of people suffering personal injury as a result of a road accident will be much higher.

comercrawley

the personal injury lawyers

Publisher's statement

This newsletter is published by **comercrawley** Solicitors, Chancery House, Victoria Road, Diss, Norfolk, IP22 4HZ. To submit an article for consideration, or for further information about any article in the newsletter, please contact: enquiries@comercrawley.co.uk

Should you not wish to receive future issues of this newsletter please let us know, either by email: (using address above) or by telephoning 01379 644311.