

# Personal Injuries Assessment Board

## Information on the personal injury claims process

The Personal Injuries Assessment Board (PIAB) was set up by the Government to deliver compensation to people who have been injured through the fault of another, without the need for court proceedings and legal costs. PIAB operates a “documents only” process and there are no hearings as would happen in a court case.

PIAB is an independent body that delivers compensation through a speedy and fair model that has low processing costs for everyone involved.

**This leaflet provides information for someone who has been injured in an accident and may be considering making a claim. Whether you are making a claim or not, we wish you the best with your recovery and we recommend that you follow any rehabilitation advice you receive from your doctor which may help reduce the pain and suffering from your injury and hasten your recovery. We have included useful information from the Irish College of General Practitioners on our website at [www.injuriesboard.ie](http://www.injuriesboard.ie)**

### Making an application

If someone intends making a claim for personal injuries (other than medical negligence), and they are unable to settle their claim with the person/organisation who caused the injury (the respondent) or their insurance company, then they **must** make an application to PIAB. They can make their claim directly online – please see our website.

We in PIAB process claims applications relating to road traffic accidents, public liability accidents or those happening in the workplace. For electronic copies of the claim application form, and any other relevant material, including frequently asked questions, please see our website.

To make the application, a person making a claim needs to complete the PIAB application and send it to us with a medical report on their injuries from their treating doctor, along with a fee of **€45**.

Full details of the application process are available on our website [www.injuriesboard.ie](http://www.injuriesboard.ie) including a downloadable version of the application form and a medical template form for the report required from your doctor. Please contact us if you need information; all contact details are at the bottom of this leaflet and on our website.

The person making the claim may submit an application directly themselves. If they decide to have a solicitor or other professional submit the claim on their behalf, they will generally have to pay the cost of these services themselves. Making a decision on whether to use a solicitor/professional representative (or not) is a matter solely for a claimant to decide.

On receipt of a completed application, PIAB will copy details of the claim to the respondent/insurer. If the respondent/insurer agrees to the assessment of the claim, PIAB will then arrange to gather whatever further information is required to progress the assessment.

### Assessment

When all necessary information has been gathered, we will make a formal assessment of the claim and inform the person making the claim/their representative and the respondent/insurer of our assessment of compensation. If the claimant and the respondent/insurer accept the assessment, we will issue an Order to Pay and the respondent/insurer is required to pay the amount of the assessment to the claimant to finalise the claim. Alternatively, where the assessment is not accepted by either party, we will issue a formal Authorisation which will allow the claimant, if they wish, to go to Court.

### Contact us:

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**Overseas:** +353 (0)23 8832826

**Postal address:**

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