

Accident Advice Helpline Relaunch Resolution Claims Platform



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Accident Advice Helpline (AAH), the UK's largest Claims Management Company, has announced the re-launch of 'Resolution', the fast track personal injury service.

The move follows the acquisition of Resolution from Elision Group - the specialist technology company who developed the system - to set an industry standard for faster and more cost-effective claims settlement in line with the Ministry of Justice claims process reforms.

The Resolution system has already demonstrated significant cost savings to both insurers and litigant solicitors following extensive pilot testing over the last 2 years with leading personal injury law firms and insurers, and will change the landscape of [personal injury claims](#) by significantly reducing 3rd party costs and settlement times.

Commenting on the launch, Darren Werth - Managing Director of [Accident Advice Helpline](#) said, "The re-launch of the Resolution platform will help proposed MOJ reforms in streamlining the claims process and provide cost savings to both insurers and personal injury law firms. We are planning to run some of our own claims through the system during the next few months and prove that the claimant still receives access to justice, still using lawyers where appropriate and still ensuring adequate compensation and medical assessment at a lesser cost and time."

An innovative part of the Resolution service will be the initial medical assessment process, originally designed by Health & Case Management Limited (HCML) and Professor Mansel Aylward, and already used for medical assessments for the DWP Pathways to Work programme. The screening process immediately reduces the need for expensive Medical Reports and associated referral fees, and allows for the early use of rehabilitation where appropriate.

Darren Werth added, "The MOJ claims process reforms are here and we believe the Resolution platform and service is crucial to the insurers if they are to meet these proposals, we have approached a number of insurers whose claims we capture on a daily basis and with them we hope to be able to lead the change in how personal injury claims are settled".

About Accident Advice Helpline
Accident Advice Helpline was established in 2000 following the removal of legal aid to accident victims with personal injury cases. The company was founded to provide access to justice for accident victims and, since its creation, has helped thousands of people claim compensation against the responsible parties.

Working on a [no win, no fee](#) basis, the [injury compensation](#) specialist is the UK's leading company of its kind and prides itself on quick and effective claims processing with high quality service and an admirable success rate. The level of customer satisfaction which Accident Advice Helpline is known for is characterised by television star Esther Rantzen's continued support for the company, which she has steadily provided since 2003.

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