



Bord Measúnaithe
Díobhála Pearsanta
Personal Injuries
Assessment Board

Issuing and Print Guidelines for “Guide for Personal Injury Claimants”

- **Information for regulated insurers**

The Guide for Personal Injury Claimants is a publication which regulated insurers are required to send to a person informing the insurer that they are making a personal injury claim.

The Guide (or “Leaflet”) has now been published in updated form by the Personal Injuries Assessment Board to facilitate compliance with Article 7.7 of the Central Bank of Ireland's Consumer Protection Code 2012 (the “Code”). Please note that it is on two A4 size consecutive pages.

Article 7.7 of the Code states that: “A regulated entity must have in place a written procedure for the effective and proper handling of claims. At a minimum, the procedure must provide that: a) where an accident has occurred and a personal injury has been suffered, a copy of the Personal Injuries Assessment Board Claimant Information Leaflet is issued to the claimant as soon as the regulated entity is notified of the claim”

Issuing of the “Leaflet” for the purpose of adherence with Article 7.7 of the Central Bank of Ireland's Consumer Protection Code 2012 must only be in print or PDF format.

The document, in its entirety, must be reproduced without alteration. Printing of the “Leaflet” for the purpose of adherence with Article 7.7 of the Central Bank of Ireland's Consumer Protection Code 2012 must always be in colour (i.e. not in black and white) and in its original A4 format.

The “Leaflet” is available for download from the PIAB website at <https://www.piab.ie/eng/Forms-Guides/>

The version available on the PIAB website **may change from time to time** and regulated entities (as defined in the Consumer Protection Code 2012) should ensure they access the most up-to-date version of the “Leaflet” from the www.piab.ie website

If you have any queries as an insurer about the “Leaflet”, please contact communications@piab.ie.

If you are making a claim, further information is also available at <https://www.piab.ie/eng/the-claims-process/the-claims-process-explained.html>

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