



## OUR SERVICES

### Personal Injury

Our Personal Injury team offers a full service to the claims sector and is able to deal with a full range of injury claims, from high volume through to catastrophic injury and claims of technical complexity

We currently act for a number of referrers including leading claim and accident management companies.

#### About Lindsays

Lindsays is a full-service Scottish law firm that combines a high quality service with legal expertise to deliver the best possible outcomes and results for individuals, families and businesses.

Whatever the sector or scale of your business, we provide tailored, specialist advice, coupled with a commitment to getting results.

#### Lindsays Personal Injury

Our Personal Injury team comprises of two Partners, three Solicitors, eleven Paralegals and four dedicated Case Co-ordinators, based in our Edinburgh and Glasgow offices. The team is headed up by David Armstrong, Head of Personal Injury.

#### Our expertise

Our expertise extends to:

- Road Traffic Accidents
- Accidents at work
- Slips and trips (public liability and occupiers liability)
- Medical and clinical negligence
- Industrial disease
- Catastrophic and fatal accidents
- Accidents abroad
- Travel claims

#### Our capability

We can deal with both volume work and high value complex cases. On most cases we offer "no win, no fee" funding. On cases



## Personal Injury

---

where liability is an issue, we offer a unique contingent **After the Event Insurance policy** at competitive rates. Further information on this is available at request.

We use the latest **Visualfiles Case Management technology** to process all of our claims. This is fully integrated with our **real time extranet reporting** has 24 hour access to our web based case update programme.

All cases referred to us follow rigorous service standards which we will agree with you. Clients are regularly updated and if required we can update you as the referrer on any key developments.

### Case take on team

We have a very experienced **dedicated case take on team** who take charge of all incoming new referrals.

Any new claims can be transferred via our **Hot Key Transfer** number or via email, whatever is more suited to you as and when we have vetted each referred case which usually can be done in 24 hours, we can then come back to you with a view to confirming the sign up arrangements. We will normally sign up all clients by **Echo-Sign**.

There are, of course, some clients who insist on postage which can slow down final acceptance of the case. We aim to accept as many cases as possible within the first 2 days of the case being referred to us.

### Our approach

We aim to provide unrivalled levels of service and to ensure that our clients are kept fully informed at all times of the progress of their case.

We believe that the following factors are essential to ensuring pro-activity on any case and achieving the quickest and most favourable settlement for the claimant:

- Early indication of the key issues in a case, whether this is a straightforward RTA or a catastrophic injury sustained in the workplace.
- Our vetting process ensures all relevant information is obtained at the outset of the claim.

We keep the referrer up to date on a case by case basis via email and send them a weekly report.

### Quality assurance

Our case review system, which includes monthly reviews, measuring ourselves against your KPI's and a development programme for our people are the principal ways which we ensure quality.

All cases run on our bespoke **Visualfiles Case Management System**.

### Pricing

Transparency, flexibility and value for money are central to our approach to fees. In addition to speculative fees for appropriate cases, we are happy to accept cases on the basis of an agreed fixed fee. We are also happy to pay for referrals on a tariff basis whereby the cost of each referral reflects the potential value of the claim. The tariff is based on a set fee dependent upon the value of the claim. An agreed tariff is something that we would be happy to discuss with you further.



## Personal Injury

---



**David Armstrong**  
Partner, Head of Personal Injury (Glasgow)  
davidarmstrong@lindsays.co.uk, 0141 302 8466



**Jonathan Cornwell**  
Partner (Glasgow)  
jonathancornwell@lindsays.co.uk, 0141 302 8467



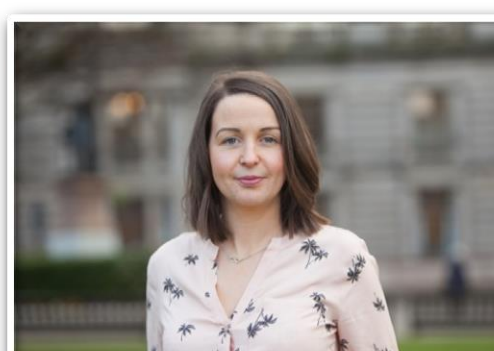
**Samantha Bertram**  
Business Development Manager (Edinburgh)  
samanthabertram@lindsays.co.uk, 0131 656 572



**Lauren Pasi**  
Senior Solicitor (Glasgow)  
lauren pasi@lindsays.co.uk, 0141 302 8468



**Charlene Carberry**  
Paralegal Manager (Glasgow)  
charlenecarberry@lindsays.co.uk, 0141 302 8476



**Deborah Moffat**  
Paralegal Team Leader (Glasgow)  
deborahmoffat@lindsays.co.uk, 0141 302 8476



## Personal Injury

---



**David Cross**

Personal Injury Claims Manager (Edinburgh)  
davidcross@lindsays.co.uk, 0131 656 5679



**Natasha Osborne**

Case Co-ordinator Team Lead (Glasgow)  
natashaosborne@lindsays.co.uk, 0141 302 8477

