



Issuing and Print Guidelines for "Guide for Personal Injury Claimants"

The Guide for Personal Injury Claimants (the "Leaflet") has been published by InjuriesBoard.ie (also known as 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").

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 InjuriesBoard.ie website at http://www.injuriesboard.ie/eng/Forms_and_Publications/Corporate_Publications/.

The version available on the InjuriesBoard.ie 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 InjuriesBoard.ie website.

[Guide for Personal Injury Claimant](#)

[Central Bank of Ireland's Consumer Protection Code](#)

Version: December 2011