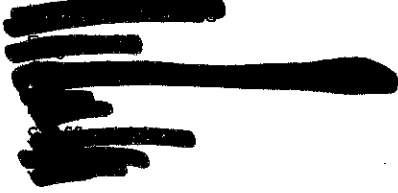


MORE TH>N®



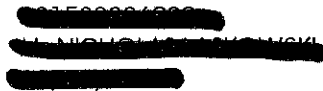
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MORE TH>N
Claims Department
PO Box 21561
STIRLING
FK7 1AA

T 0330 1023630
F 01403 325889
E claims@morethan.com

07 August 2015

Claim Number:
Our Insured:
Date of Accident:



Dear Mr

We have received a personal injury claims notification form from Infinity Law Ltd T/A DGM Solicitors, advising that that you have asked them to make a claim for injury on your behalf following a road traffic accident on the above date.

In the interests of preventing fraud, which has been on the increase, we hope you will not mind us writing directly to you in order to confirm that you are aware that Infinity Law Ltd T/A DGM Solicitors have made a claim on your behalf alleging you have suffered whiplash as a result of the above accident.

What to do Next

This depends on whether or not you have asked Infinity Law Ltd T/A DGM Solicitors to make a claim for these injuries on your behalf.

If you have asked the solicitors to make a claim on your behalf :

If you did ask these Solicitors to make a personal injury claim on your behalf, then we would be grateful if you could please confirm this to us. When responding we would also ask that you confirm how you came to instruct the firm in question? Did someone else refer you to them? Did they contact you direct? Did you contact them direct?

After we hear from you, we will not contact you directly again, and will deal exclusively with your solicitors.

Please contact us using any of the following methods quoting reference:

e-mail at

telephone on number 01422325255

post Po Box 256, Wymondham, NR18 9DQ

8075900 112 804

MORE TH>N IS A TRADING STYLE OF ROYAL & SUN ALLIANCE INSURANCE PLC (NO.93972). REGISTERED IN ENGLAND AND WALES AT ST. MARK'S COURT, CHART WAY, HORSHAM, RH12 1XL. AUTHORISED BY THE PRUDENTIAL REGULATION AUTHORITY AND REGULATED BY THE FINANCIAL CONDUCT AUTHORITY AND THE PRUDENTIAL REGULATION AUTHORITY.

FOR YOUR PROTECTION, TELEPHONE CALLS WILL BE RECORDED AND MAY BE MONITORED.

THE RSA GROUP OF COMPANIES MAY PASS YOUR PERSONAL INFORMATION TO OTHER COMPANIES FOR PROCESSING ON ITS BEHALF. SOME OF THESE MAY BE OUTSIDE EUROPE IN COUNTRIES WHICH MAY NOT HAVE LAWS TO PROTECT YOUR PERSONAL INFORMATION, BUT IN ALL CASES THE GROUP WILL ENSURE THAT IT IS KEPT SECURELY AND ONLY USED FOR THE PURPOSES WHICH YOU PROVIDED IT. DETAILS OF THE COMPANIES AND COUNTRIES INVOLVED CAN BE PROVIDED TO YOU ON REQUEST.

If you have not asked the solicitors to make a personal injury claim on your behalf:

If you have not asked Infinity Law Ltd T/A DGM Solicitors to make a claim for injury against our policyholder please contact us without delay by calling this dedicated number 01422325536 or by e-mailing us at alexandra.z.greaves@uk.rsagroup.com. We will take immediate steps to protect the position of your personal data and we will also look into this matter further on your behalf.

If you do not want to pursue a personal injury claim, but have been told by an agency or other party that you will be charged a fee, please telephone us on 01422325536 and we will be happy to offer you further assistance.

It would be helpful if when writing you provide a telephone number in order that we can contact you to discuss this matter further.

Please be assured that any communication will be dealt with in confidence.

General Information for all Claimants:

Like most people we are sure that you will agree that exaggerating or making up claims against insurers is wrong, it causes motor insurance premiums to increase, and puts the genuine victims of accidents in a bad light. We thank you for your assistance in helping us and the insurance industry as whole combat fraudulent claims.

As part of the claims process, we are obliged by law to register your personal details with the Department of Work and Pensions (DWP) Compensation Recovery Unit. The DWP works with insurers to recover benefits arising out of insurance claims.

We also pass claims information to the Claims and Underwriting Exchange (CUE), MIAFTR and other databases in order to assist with the prevention and detection of fraud. We may also search these and other databases, as well as share claims data with other insurers and organisations for the same purpose.

Deliberately fabricating losses, or exaggerating the value of your losses, is an offence under the Fraud Act 2006.

Thank you for your attention and assistance.

Yours sincerely



Customer Services Director