



Re: Straw slams injury claims 'racket' (*Kidderminster Shuttle* 27 June 2011)

It is refreshing to finally see an admission from the insurance industry that it benefits from referral fees. Insurers have been relentless in pointing the finger elsewhere when it comes to increasing prices for motor premiums.

Insurers' growing practice of actively encouraging people involved in crashes to accept compensation when, in many cases, they would never have dreamed of doing so, must be examined as well. This tactic to dodge the cost of independent legal advice for those who need to make a claim is becoming standard practice. Insurers are fairly open about it, but it is another area which is not properly regulated or open to scrutiny.

Consumers, including genuinely injured people, will not receive the services they deserve until the whole picture of motor claims and motor insurance practices becomes truly transparent.

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