



## Daily Mail

**Re: *Crackdown on whiplash scourge, begs Aviva chief***

**5 August 2016**

Proposals to prevent genuinely injured people who suffer whiplash from claiming full compensation would not only set back our legal rights hundreds of years, but hit the wrong target entirely.

The Government announced last autumn that it plans to tackle the so-called 'claims culture' by abolishing damages for pain and suffering for some personal injury claims. When asked what was meant by 'claims culture', then-justice minister Dominic Raab said the Government refers "to the cost to society of the substantial industry that encourages claims through cold calling and other social nuisances and which increases premiums for customers". Yet these 'social nuisances' are not in the line of fire.

Aviva even acknowledged its dislike for calls and texts by claims management companies in this newspaper last month, yet supports removing the right to recompense for pain and suffering as a solution. It is a cruel and misplaced remedy and would be totally unfair to genuine claimants.

As well as being tasteless and exploitative, spam calls and texts create the impression of easy money. Instead of pointing its guns at injured people, the Government should tackle its perceived problem at the root. The 'culture' the Government refers to is, after all, merely a



perception. Figures from the Government's own Department of Work and Pensions show that the number of whiplash claims has plummeted by 41 per cent since 2010/11.

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