

Press release

Leading solicitor urges claims management companies to support reform of the PI marketplace

Prominent consumer advocate addresses 2011 Claims Management Seminar

Manchester, 6 May 2011: John Spencer, Director of CS2 Lawyers, yesterday urged the UK's leading claims management companies (CMCs) to be part of the effort to fundamentally rethink industry practices in the best interest of consumers.

In his speech at the Claims Management Seminar 2011 in Manchester, Spencer pointed to various dysfunctions in the current system which he argues threaten access to justice and the protection of accident victims.

In particular, Spencer advocated for all market players – including solicitors, claims managers and insurers alike – to adopt a forward-looking perspective toward a reformed system which places consumer protection at its core.

Spencer, commenting after his speech, said:

“Given this opportunity for dialogue with representatives from the nation’s leading claims management companies, I felt it important to confront the hard truth of the systemic dysfunction within the personal injury marketplace. The entrenched commercial incentives and practices make many of us in the industry increasingly uncomfortable.

“It is time for a fundamental rethink. I firmly believe that only a genuine industry-wide commitment to placing the well-being of accident victims at the centre of the entire system – and support for the changes required to make that happen – is the only real solution to guarantee access to justice and the protection of claimants.”

A qualified solicitor since 1985, Spencer is a leading authority in the personal injury marketplace and a steadfast advocate for protection of claimants. Spencer was recently elected to the Executive Committee of the Association of Personal Injury Lawyers (APIL), has served as Chairman of the Motor Accident Solicitors Society, and is currently RTA Portal Co Director as well as a member of its Management Committee.

A Law Society Panel Member since March 2002, John also recently provided expert testimony to the House of Common's Transport Committee on the cost of motor insurance. His comments laid bare inherent flaws in the PI market, especially in relation to the referral fees which insurers and other bodies charge solicitors, and contributed to the Committee recommending increased transparency on the issues.

ENDS

Notes to editors:

[CS2 Lawyers](#) is a leading specialist personal injury solicitors practice with offices in Chesterfield and Basingstoke. The firm employs over 140 people and deals with claims arising from road traffic, workplace or [public area accidents](#).