

**Westminster Legal Policy Forum Keynote Seminar:  
The future of the claims management sector - regulation, standards and growth**

Timing: Morning, Thursday, 4<sup>th</sup> June 2015

Venue: Royal Over-Seas League, Over-Seas House, Park Place, St James's Street, London SW1A 1LR



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Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**  
**Rt Hon the Lord Hunt of Wirral**
- 9.05 - 9.35 **Priorities ahead for the Claims Management Regulation Unit (CMRU)**  
*An overview of key challenges and opportunities arising across claims management regulation, particularly in light of the CMRU's new powers to impose financial penalties on non-compliant claims management companies (CMCs).*  
**Kevin Rousell**, Head of Claims Management Regulation, Ministry of Justice  
Questions and comments from the floor
- 9.35 - 10.00 **Referrals, inducements and advertising - regulatory challenges ahead**  
**Crispin Passmore**, Executive Director, Policy, Solicitors Regulation Authority  
Questions and comments from the floor
- 10.00 - 10.55 **Personal injury claims - new business models, customer experience and tackling fraud**  
*What long-term impact will the implementation of the Legal Aid, Sentencing and Punishment of Offenders Act (LASPO) have on the size, composition and commercial activity of the personal injury claims management sector? How effective is the referral fee ban proving in practice, and to what extent are firms circumventing it via the use of alternative business structures, joint ventures, or client based referrals? In light of the last Government's position not to increase the personal injury small claims limit, what impact would an increase in the new Parliament have on the commercial opportunities for CMCs? Would greater CMC activity in the small claims track support the interests of consumers, and how significant are the risks in terms of fraud? What can be learnt from the recent increase in noise-induced hearing loss claims, and how justified are recently raised concerns that this development has been fuelled by CMCs and claimant firms looking for new commercial opportunities?*  
**Jonathan White**, Legal Director, National Accident Helpline  
**Martyn Osment**, Managing Director, ITUS  
**Ben Fletcher**, Director, Insurance Fraud Bureau  
**David Johnstone**, Managing Director, PI-Solutions  
**Muhammad Dawood**, Director, Easy Claim  
Questions and comments from the floor
- 10.55 - 11.00 **Chair's closing remarks**  
**Rt Hon the Lord Hunt of Wirral**
- 11.00 - 11.30 Coffee
- 11.30 - 11.35 **Chair's opening remarks**  
**Lord Kennedy of Southwark**
- 11.35 - 12.25 **Financial products and services claims - marketing, fees, conduct and assessing future demand**  
*In light of recent consultation on strengthening the enforcement of the Conduct of Authorised Persons Rules for authorised CMCs, what more can be done to address poor behaviour in the financial claims management sector? For example, how can the use of speculative or unsubstantiated claims be further deterred, and what can be done to ensure that firms undertake sufficient pre-complaint checks? What impact has the decision to ban verbal contracts had so far on the way CMCs market their services, and what more might be considered to protect consumer interests, particularly in relation to the holding of client money? Should more be done to prevent CMCs from using marketing leads that are generated from unsolicited text messages and automated calls, and what examples are there of effective enforcement action in this area? How might the financial services sector engage more effectively with the PPI claims process, particularly in terms of addressing backlogs, standardising evidence requirements, and ensuring that consumers are confident in the offers they receive? What progress has been made in promoting direct engagement between consumers and banks, without the need of a CMC?*  
**Nick Baxter**, Non-Executive Independent Chairman, Professional Financial Claims Association  
**Kate Briscoe**, Co-founder, Legal Beagles and Litigation Executive, QualitySolicitors Howlett Clarke  
**Paul Whiteing**, Lead Ombudsman, Financial Ombudsman Service  
**Ellie Renshaw**, Director of External Representation, Customer Advocacy, Barclays  
**Mike Lordan**, Director of External Affairs, Direct Marketing Association  
Questions and comments from the floor
- 12.25 - 12.55 **The new framework for CMC complaints**  
*An update on the new system, and its future role in driving out poor standards and practices across the claims management market.*  
**Andrew Burford**, Ombudsman, Legal Ombudsman  
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Legal Policy Forum closing remarks**  
**Lord Kennedy of Southwark**  
**Marc Gammon**, Senior Producer, Westminster Legal Policy Forum