

Introducing Brodies' Personal Injury Team

> Introducing Brodies

Brodies is a top-quality, client focused, leading UK corporate and commercial law practice delivering the highest level of legal services to a diverse range of public and private sector clients including many of the country's best known insurers, corporates and financial institutions as well as to a number of government departments and public bodies. We have an international perspective and delivery capability. With 72 partners and over 500 staff across our offices in Edinburgh, Glasgow, Aberdeen and Brussels, the firm is a major presence in the Scottish market and offers highly rated expertise in our core business areas of litigation, real estate, corporate, banking and finance, IT, employment, and private client law - we are rated 'Top Tier' in 21 key practice areas in the leading legal directories, and are home to some of the country's leading experts.

> Brodies personal injury

Our Personal Injury team offers a full service to the claims sector and is able to deal with the full range of injury claims, from high volume through to catastrophic injury and claims of technical complexity. The team comprises of 2 partners, 1 associate, 4 solicitors, 9 paralegals, 4 dedicated case coordinators and a professional support lawyer.



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Key facts

| | |
|--------------------------|--|
| No. of Partners: | 72 |
| No. of Lawyers: | 245 |
| No. of Staff: | 510 |
| Turnover (10/11): | £36.85m |
| Offices: | Edinburgh Glasgow Aberdeen Brussels |

> What our clients say

“They are able to obtain the most delicate and sensitive information through patience and a dedication to the end result.”

Chambers & Partners 2011/12

> **Our capability**

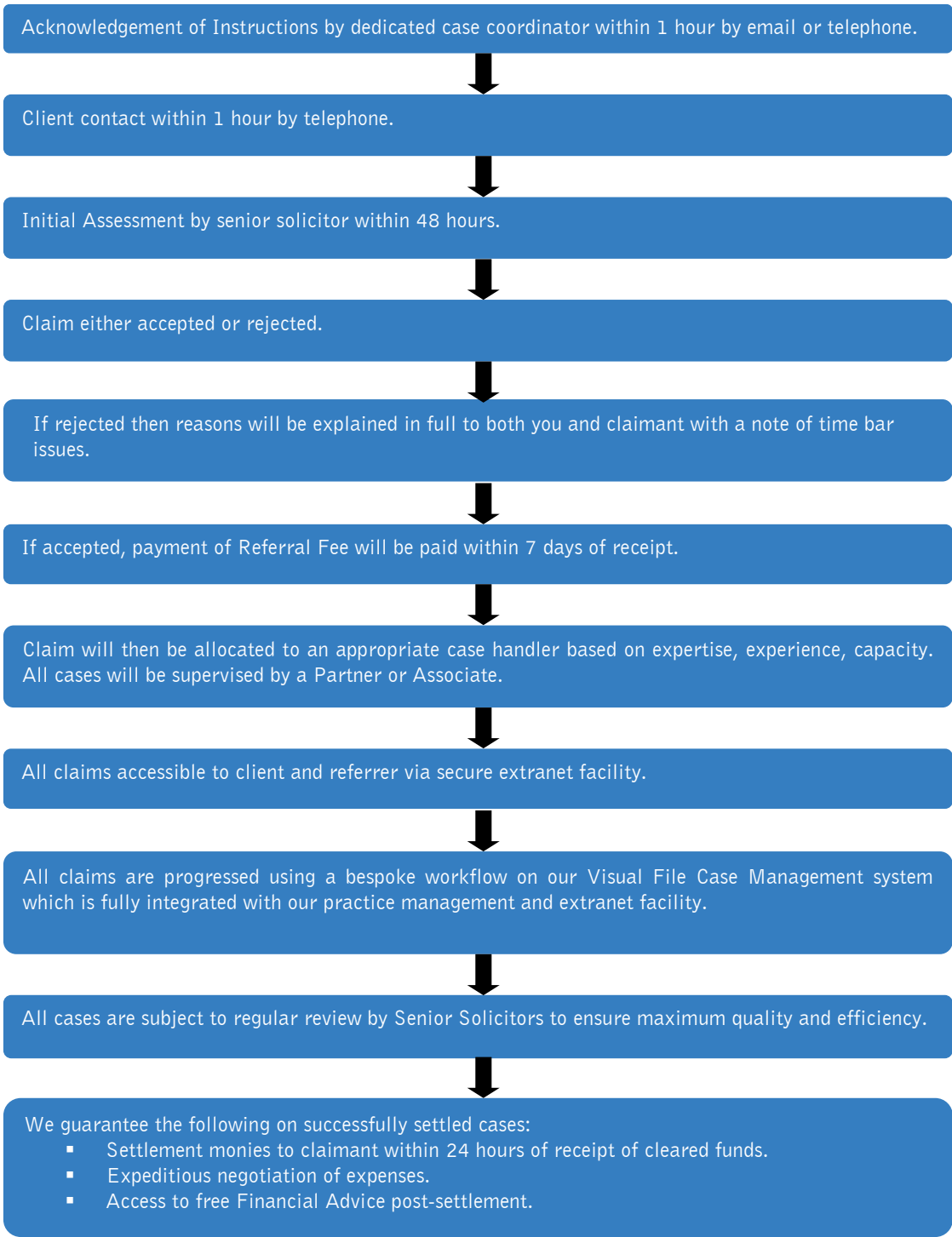
- We are the largest full-service firm in Scotland with substantial claims handling capability. Our award winning team of paralegals can handle both volume claims work and are also able to assist our solicitors in high value complex cases.
- On most cases we can offer your client "no win, no fee" funding, with 100% of compensation being awarded to the claimant. On cases where liability is an issue we offer a unique contingent After the Event Insurance policy at competitive rates which is designed to protect your client against an adverse costs order in the event the claim is unsuccessful. Where the claim is not successful, the client will not be required to pay any premium.
- We use the latest in Visual Files case management technology to process all of our claims. This is fully integrated with our real time extranet reporting facility to ensure that should you or your client require it, they can have 24 hour access to our web based case update programme.
- All cases referred to us are conducted following rigorous service standards which we will agree with you. We regularly update all of our clients and, if required, keep you as the referrer advised of all key developments as and when they happen.
- We are driven by a commitment to develop the full potential in our people. Our team comprises award winning paralegals and specialist personal injury lawyers including Solicitor Advocates and Law Society and APIL accredited specialists in Personal Injury Law. All of our lawyers and support staff attend regular training sessions and briefings specifically designed to their needs and business requirements.

> **Our expertise**

Our expertise extends to:

- Road Traffic Accidents
- Accidents at Work
- Slips/Trips (Public Liability and Occupiers Liability)
- Medical / Clinical Negligence
- Industrial Disease Claims
- Catastrophic / Fatal Accidents

> Our methodology



> **Our approach**

Put simply, our approach is to recover the maximum compensation on behalf of our clients in the shortest time possible. We aim to provide unrivalled levels of service and to ensure that our clients are kept fully informed at all times of the progress of their case.

We believe that the following factors are essential to ensuring pro-activity on any case and achieving the quickest and most favourable settlement for the claimant.

- Early identification of the key issues in a case. Whether it is a whiplash injury arising from a road traffic accident or a catastrophic head injury sustained in the workplace, it is crucial to establish at the outset the key issues which are likely to arise. Our vetting process of having case coordinators source all relevant information and our senior solicitors review everything maximises the rate of conversion at the same time as meeting the client's expectations.
- Our case handlers deal with the whole range of injury claims and are skilled at identifying what medical evidence will be necessary to support a case, from an Independent GP Report detailing a simple whiplash injury to a Neuro-Psychiatric Report diagnosing a pain disorder.
- Our claim handlers will always seek interim payments as early as possible in a case where a claimant's financial position might be prejudiced as a result of an accident.
- We accurately identify all relevant heads of claim as early as possible. Heads of claim can range from past and future loss of earnings and loss of employability to pension loss claims or future care. Claimants injuries may require them to move home or modify their existing home. Our case handlers are experienced in dealing with complex claims and instructing the relevant evidence to support such losses.
- We have a strong focus on effective negotiation skills. As soon as a case has been investigated and we are in a position to secure settlement, our case handlers will ensure that no time is wasted in negotiating settlement or raising court proceedings. We monitor the time it takes to settle costs and are continually looking at ways to improve these times.

> **Quality assurance**

Our case review system, regular internal case audits, measuring ourselves against your Key Performance Indicators and a development programme for our people are the principal ways in which we ensure quality.

All our cases are run on our bespoke Visualfiles Case Management system which is fully integrated with our document management system and Elite Finance and Time Recording System.

Our in-house IT development team continue to make regular updates to the software to reflect changes in practice, the law and client requirements. This ensures that cases are proactively managed in accordance with agreed service standards. Clients and, if required, our referrers are given access to their case via an encrypted and secure extranet facility which provides up to date

system generated progress reports. If required we are able to offer the integration of our management system providing referrer clients with up to the minute reporting on all cases referred.

> **Added value**

We set out below a number of free added value services which may be of interest to you and your business. We would be delighted to discuss these or any additional areas where you feel we could assist.

- A bespoke weekly e-bulletin to help you keep up-to-date with the latest developments in those areas which are of most importance to you and your clients.
- Expert Vetting Scheme – Our experts in personal injury law will advise on the prospects of success of any cases or simply provide a second opinion which will be free of charge. If required we can seek a preliminary view from a specialist advocate again at no cost to you or your client.
- Training – We will give you free access to our extensive and varied Seminar Programme as well as to offer a tailored programme which meets your specific requirements.
- We have long established relationships with a network of specialist experts including medical experts, actuaries, vocational experts, forensic accountants and many more. We can help you to identify a suitable expert for your needs and to make contact with these experts in order to negotiate the best possible terms for reports and opinions. If required, we can instruct the report using one of our recommended expert agencies.
- Workspace – If you or your colleagues are visiting and need access to a meeting room we have offices in both Glasgow and Edinburgh and can also facilitate video conferencing if necessary.
- Market Engagement – We pride ourselves on identifying trends and potential legal developments as well as making use of the most up-to-date technology which could impact on the way we handle and deal with claims to ensure our service is always of the highest quality.

> **Pricing**

Transparency, flexibility and value for money are central to our approach to fees. In addition to speculative fees for appropriate cases we are happy to accept cases on the basis of an agreed fixed fee. We are also happy to pay for referrals on a tariff basis whereby the cost of each referral reflects the potential value of the claim. The tariff system is based on a set fee dependent upon the value of the claim. An agreed fee tariff is something that we would be happy to discuss with you further.

> Our team

We are driven by a commitment to develop the full potential in our people. We plan for the future and succession by encouraging and sharing relationships between our clients and our people at all levels.

We regularly attend and host seminars and training sessions focusing on changes in the law in all areas relevant to our expertise as well as outwith and ensure that all of our team members are working with the most up-to-date knowledge and information and with a keen sense of the strategy in which we strive to fulfil.



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