

*Press Release*

***For Immediate Release***

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**Law firm claims motorists losing out on insurance settlements because of Indian call centre**

London law firm Bolt Burdon Claims believe that drivers are being denied full settlements for motoring insurance claims because of the frustrations of dealing with an Indian call centre.

Bolt Burdon Claims, who deal with motoring accidents as well as personal injury, professional and clinical negligence, have cited cases where clients have accepted lesser insurance settlements from Norwich Union because they cannot face the long delays and confusion caused by misunderstandings and delays in dealing with the Norwich Union's Indian based call centre.

The problems include being put on hold for up to half an hour only to get a recorded message saying that the office is closed for a bank holiday or to ring back during office hours, despite the fact that the calls have been made at 3pm on a weekday.

Simon Willmott, Senior Litigator at Bolt Burdon Claims, said: "Our clients have come to us at their wits' end. They have been trying to sort out their insurance settlement for a car that's been written off and have come across a series of problems in trying to get through to the call centre, making it impossible to settle the case.

When we've finally got through, we've had the impression that the handlers have been given limited training and understanding which leaves them unable to deal with anything that is slightly out of the ordinary or understand the fact that it is the client's solicitor who is ringing rather than the client themselves."

One example of a motorist accepting less than he believed his claim was worth, involved a 52 year old ice cream seller who had been involved in an accident that was not his fault. Bolt Burdon Claims were dealing with the personal injury aspect of his claim and were appealed to for help after the client had spent hours on the phone trying to get through to the call centre.

Bolt Burdon Claims made 17 calls to get through to the call centre to arrange an inspection of the vehicle. These were followed by another 4 calls and almost two months after the accident, the client received an offer which he decided to accept rather than dealing further with the call centre.

In addition, the handlers in India have stated that they have no means of checking which documents have been received at the English office of Norwich Union and will not allow callers to ring the office themselves to try to track down their documents. They can only confirm what copy documents they receive via e-mail from the English office. Norwich Union has set up a complaints line to deal with customers' problems.

Simon Willmott added: " I know companies have to cut costs and that there will always be teething problems, but from our own dealings with Norwich Union on behalf of our clients, we suspect thousands of hours are being lost by individuals and British businesses trying to deal with all types of call centres in India."

***Ends.***

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