

Premex Services is a medico-legal report service provider and has been asked to arrange an impartial private medical examination and report in relation to your personal injury claim.

The Medical Expert and Premex Services are completely independent of the parties involved in the claims process. The Medical Expert you will see has a duty to provide an unbiased report which will outline your injuries and will suggest a likely recovery.

The Medical Expert instructed to do this assessment will have the appropriate knowledge and skills relevant to your injuries to give this advice. They will ask you about your accident details, treatment and its impact on your every day lifestyle and then ask to appropriately examine the relevant areas that you have described.

The appointment is expected to last around 30 minutes, although this could vary depending upon the nature of your described injuries. Please make sure you know in advance where you are going for the appointment and allow plenty of time to get there. Make sure you bring two forms of identification, one with a photograph.

The following advice is suggested in order for your medical appointment to run as smoothly as possible:

- Try to arrive 10 minutes early to allow yourself time to relax before the appointment.
- Please feel free to bring along a friend. If you are under 18years old, you must be accompanied by an adult.
- Write down in advance any questions you may have for the Medical Expert.
- Listen to what the Medical Expert asks and answer the questions in your own time. If you do not understand the question asked, say so.
- Wear appropriate clothing to allow yourself to be examined with minimal fuss.
- Do not be afraid to ask the Medical Expert for further clarification.

If there is anything you do not understand or are unsure about please call the Customer Service Team on 01204 478300.