

## Treatment

We can arrange treatment or rehabilitation if **your medical practitioner or the medical expert** indicates that treatment would be beneficial to relieve the symptoms you are experiencing following the road traffic accident.

Our Treatment Network will ensure you receive the appropriate treatment locally for the quickest recovery. They will assess and treat the injuries you have sustained and this service will be provided at no extra cost to you. Our rehabilitation supplier will invoice us directly for payment on completion of your treatment.

Our rehabilitation supplier will offer you an initial assessment within 5 working days from the date of instruction. They will supply us with an initial assessment report of your progress within 10 working days of consultation with you and a final assessment report within 10 working days of treatment being completed. We will update you every 4 weeks on the progress of your treatment.

The assessment will confirm what type of treatment you would benefit from and how many sessions you will require to improve your condition. We will authorise treatment within 5 working days on receipt of the report. The expert will inform you of the type of treatment you would benefit from at the time of your initial consultation.

**Please take a few minutes to read this document carefully as it contains important information relating to the details that you have given us. If you are a solicitor or agent, please pass this notice to your client.**

We are required to provide you with this information to comply with current Data Protection legislation. It explains how we may use your details and tells you about the systems we have in place to detect and prevent fraudulent applications and claims.

## Fraud prevention and detection

To prevent and detect fraud we may at any time:

- Share information about you and your claim or information provided by you with other organisations and public bodies including the police and the DVLA.
- Check and/or file the details you provide with fraud prevention agencies, credit reference agencies and databases, including the DVLA. These agencies and databases may record the details you provide.

If you give false or inaccurate information and we identify fraud, we will record this. We and other organisations may also use and search these agencies and databases from the UK and other countries to:

- a. Help make decisions about the provision and administration of insurance, credit and credit related services for you and members of your household.
  - b. Trace debtors or beneficiaries, recover debt, prevent fraud, and to manage your accounts or insurance policies.
  - c. Check your identity to prevent money laundering.
  - d. Check details of job applicants and employees.
- Undertake credit searches and additional fraud searches.

We and other organisations and agencies, including fraud prevention agencies, may share the information you provide with organisations and agencies from the UK and other countries.

If you require further details of the databases we access or contribute to, please write to our Data Protection Officer at The Observatory, Reigate, Surrey, RH2 0SG or email us at [DPO@esure.com](mailto:DPO@esure.com).