

IBCA Factsheet for Getting Ready to Make a Claim

What documents or information should claimants have ready before they start?

If you're registered with an existing support scheme, we'll use the information they have about you. We'll only ask you for extra information if there's anything missing that we need, such as how severe your infection is or when you were diagnosed.

Although you might have already verified your identity with a support scheme, IBCA is an independent arms-length body and we'll also need to verify your identity so we know we're talking to the right person, and protect everyone from fraud. A recent passport or driving licence are the quickest and most secure ways to confirm your identity. Don't worry if you do not have a passport or driving licence, as your claim manager will help you confirm your identity another way.

If you are not registered with an IBSS, we might need some documents to help us work out what compensation you can get. If you're infected, these might include:

- documents that will help us verify your identity
- medical records
- records of any employment
- details about any care you received

As part of the process to finish a claim we need to establish

1. Eligible Infection Type
2. Eligible Transmission Route
3. Eligible Infection Date

Your Claims Manager can assist with all this

If you're an affected person, we may need some extra information.

We know that many people's records have been lost or damaged. We'll work with you to make sure you can still get the compensation you're entitled to.

IBCA will consider all forms of evidence, but it does need official supporting documentation to support personal testimony. Your claim manager will work with you to find relevant information wherever possible if you do not have this.

All evidence can be useful, so do discuss it with your claim manager who might be able to give you suggestions based on your particular circumstances, whether this be medical records from your local GP, hospital or dentist, documents from previous schemes or from other governmental bodies. Witness statements can also be used.

What evidence is commonly requested?

All claims are different, depending on the background on the claimant. We do ask for documents that will help us verify your identity (a recent passport or driving licence are the quickest and most secure ways to confirm your identity). We could ask for medical records, records of any employment or details about any care you received. Anything you think is relevant to your case, feel free to supply it or discuss it with your claims manager.

We made it clear that many different types of evidence can be used to support claims for children, including care home records, child benefit information, medical reports, and pictures with family.

If your medical records are missing, it does not mean you cannot claim. Your Claim Manager will work with you to find other supporting information wherever possible. However, we do ultimately need some form of medical evidence to process a claim, and we acknowledge that it is unfortunately not always possible to obtain this.

We are working directly with NHS doctors to create a faster, simpler evidence form. This will help us get the right information without asking for documents that are not needed.

We have set up a specialist team at IBCA that works alongside claim managers requesting medical information, making it easier for healthcare providers to respond to our requests for medical information.

Are there any documents that people often overlook but later need?

All claims are unique, so there might be documents that might be only relevant to your case but IBCA will consider them and your claims manager will offer you advice during the process.

In all cases, claim managers will work with you to help establish what additional information they might need. Where possible, we will request the information on your behalf.

What are the most common reasons claims are delayed?

As stated earlier all claims are unique, so each case will have its own challenges.

When asked to start a claim, some people prefer to take time to consider their options, or may feel it's not the right moment for them due to health or personal circumstances.

When we verify your identity, you are able to do this online with [Gov.uk](https://www.gov.uk) One Login. Using this system, a recent passport or driving licence are the quickest and most secure ways to confirm your identity. Your claim manager will help you confirm your identity another way, but this can take longer.

To make a claim or receive payments for someone who has died we need to check you are legally entitled to act as the personal representative of the deceased person's estate. You'll need a valid grant of probate or letters of administration to make a claim with IBCA in England, Wales, or Northern Ireland. In Scotland, the equivalent document is a grant of confirmation. If probate is not in place, it can take some time from start to finish. Where evidence is missing or incomplete we will do as much as we can to obtain information from different sources. We have set up a specialist team at IBCA that works alongside claim managers requesting medical information, making it easier for healthcare providers to respond to our requests for medical information.

We can face other barriers as sometimes people might decide during the claims process that they might want to withdraw from the process or temporarily wait then ask to restart the process.

When we tell you what your compensation amount will be, you'll have three months to decide whether to accept it.

Is there anything personal representatives or those dealing with deceased claims should prepare in advance?

To make a claim or receive payments for someone who has died we need to check you are legally entitled to act as the personal representative of the deceased person's estate.

You'll need a valid grant of probate or letters of administration to make a claim with the Infected Blood Compensation Authority (IBCA) in England, Wales, or Northern Ireland.

In Scotland, the equivalent document is a grant of confirmation.

If you do not already have a grant of probate or equivalent, you should apply for this as soon as possible.

If you've applied in England or Wales you should also email the Probate Service (HMCTS) at their dedicated infected blood inbox with the following information:

- your probate application case reference number
- full name of the person who died
- their date of death

This will inform HMCTS that your probate application is connected to a claim for infected blood compensation.

The email address for infected blood related cases at HMCTS is probateinfectedbloodscheme@justice.gov.uk

As part of your probate application, you'll need to estimate the value of the estate. HMRC guidance will explain whether you need to report the full details of the estate.

In Scotland only, as part of your confirmation for the estate, you will need to declare the remaining award of compensation due as part of the inventory.

Are there any practical tips that you feel would help claimants submit as complete an application as possible from the outset?

All claims are unique, but if you have evidence ready to go that is great but your claims manager will help gather it from various sources. Making sure you have a suitable ID, such as a recent passport or driving licence, to confirm your identity could be something you do while you wait to enter the service. If you have any questions about the process you can email us at ibcaenquiries@ibca.org.uk or call us on 0141 726 2397 or wait to speak to your claims manager.

From your experience so far, are there any common characteristics of applications that progress more smoothly than others? If so, is there anything claimants can do before submitting their claim that helps facilitate a quicker assessment?

As discussed earlier each claim is different, with different circumstances that are all a factor in progressing a claim. Our advice would be to wait till you are called into the system and your claim manager will discuss with you what is needed as well as how he can assist you.