



Informing Progress - Shaping the Future

FOIL Update 24th March 2025



The CRU have launched a new service that allows some claims to be submitted on-line to CRU, for more information please visit - [Register and manage claims with the Compensation Recovery Unit - GOV.UK](#). The service is being developed further and they welcome input from FOIL members to ensure it meets the needs of compensators and third-party administrators. There will be opportunities to provide feedback, share insights, and help shape the service as it evolves. If you would like to be involved, contact CRU at cru.digital@dwp.gov.uk

**Department for Work and Pensions
Debt Centre Sunderland**

Subject

Providing Feedback on our new service & improving working practices

Who should

Compensators who correspond with the Compensation Recovery Unit (CRU)

Action

For information

Contact

Compensation Recovery Unit

Tel: 08001513196

Email: CRU.customerfeedback@dwp.gov.uk

For the attention of: **PERSONAL INJURY CLAIMS MANAGERS**

For the attention of FOIL stakeholders

For the attention of: **PERSONAL INJURY CLAIMS MANAGERS**
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New service opportunity to provide feedback

We have launched a new service that allows some claims to be submitted on-line to CRU, for more information please visit - [Register and manage claims with the Compensation Recovery Unit - GOV.UK](#). The service is being developed further and we would welcome input from the industry to ensure it meets the needs of compensators and third-party administrators. There will be opportunities to provide feedback, share insights, and help shape the service as it evolves. If you would like to be involved, please contact us at cru.digital@dwp.gov.uk

Verification of information by telephone or e-mail

The Compensation Recovery Unit (CRU), as part of the Department for Work & Pensions (DWP) have seen an increase in the number of compensators who will not discuss claims with us as they believe we are a “third party”.

As part of our work, CRU recover

- amounts of social security benefits paid as a result of an accident, injury or disease, if a compensation payment has been made (the Compensation Recovery Scheme) and
- costs incurred by NHS hospitals and Ambulance Trusts for treatment from injuries from road traffic accidents and personal injury claims (Recovery of NHS Charges)

Once a claim is received, we may need to verify information such as date of incident, other claim details or NHS hospital/treatment details etc so we appreciate your co-operation when we contact you via telephone or e-mail.

For further guidance and legislation, please visit www.gov.uk/government/collections/cru

Payment and Settlement Date Requirement

When sending payments to CRU, regardless of if it being in respect of NHS Charges or Recoverable Benefits, all compensators must also provide CRU with the date of Settlement and the type of Settlement e.g Interim/Final settlement.

We have a large volume of cases where only payment has been received without the Settlement information. This causes unnecessary delays on both sides as we will be forced to communicate with you to request the relevant information.

Notifications of Settlement can be made via

- One of the electronic links to CRU such as CUE PI, the CRU e-service or your own system
- Form CRU102
- Email to cru.highvolumeareasettlements@dwp.gov.uk
- Write to us at

Debt Centre Sunderland

Compensation Recovery Unit

Post Handling Site B

Wolverhampton

WV99 2FR

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