

Managing your case

Owing to the Covid-19 outbreak we are all encountering exceptional events and facing some uncertainty. We would like to take this opportunity to wish you and your family well during this challenging period and assure you that we are taking all possible steps to maintain the safety of all our clients, employees and others involved in your case – whilst working to reassure you in relation to your case.

We have already taken all necessary steps and precautions within our business to minimise the spread of the virus which includes many of our colleagues working from home and our team continue to regularly monitor the changing circumstances and updated advice provided by the UK government, public health bodies and the Ministry of Justice.

As you will be aware several other parties are involved in the progress and successful outcome of your case, such as Medical Experts, Insurance Companies and the Courts, who themselves are taking similar precautionary measures. We would like to assure you that the safety of our customers, employees and others involved in your case is always our priority, but we will do all we can to maintain the timely progress.

As a result of some of the precautionary measures we and others have and are taking, we do envisage some delays to concluding cases, but they are likely to be unique to each individual case and we will advise you as soon as we are alerted to an issue. Whilst we have taken steps to ensure we can manage phone contact we do anticipate some disruption - due in some part to increased network traffic. To assist us at this busy time we would be grateful if you did not contact us by telephone, except if absolutely necessary, and we recommend that the best way to reach your case handler at this time is via their direct e-mail or using our main e-mail address info@principia-law.co.uk and quoting your reference number in the subject line.

We sincerely apologise for any inconvenience, but please be assured we are doing all we can to progress your claim whilst ensuring you and our colleagues remain safe and our responsibilities to the wider community are met.

Yours Sincerely,

Principia Law Team