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Infected Blood
Compensation Authority

Correspondence

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Hello,

In this update, we will cover progress on the very first claims, what comes next, and some commonly asked questions. As always, please share any feedback with us by emailing ibcaenquiries@ibca.org.uk.

Progress on the first claims for compensation

Since the last update, we've spoken to the very first group of people who were invited to make a claim and wanted to start the process.

Based on those conversations, we now know that some claims can move to an offer of compensation very soon, while others still need more information. For those claims that have enough information, our Claim Managers will now confirm it includes everything the person making the claim needs (called the 'declaration') and then move to calculate how much compensation will be paid. Claim Managers will support those claiming compensation every step of the way, and will pause at two key stages:

1. when information for the claim is agreed, and
2. when an amount of compensation is calculated, to check the person claiming understands, agrees and can ask questions.

Kieran, one of our newly trained Claim Managers in Newcastle, said "I am very proud to be part of the IBCA Team providing support for the community to claim. We are aware of the massive task at hand but are keen to deliver an efficient and successful service for the whole community as soon as we can."

We've already heard and acted on feedback from people starting their claims. This includes:

- The option for online meetings instead of phone calls, including video calls, which can help build relationships and aid people's memory
- Being very clear in advance about what information we will need on the call and how to find it so you can have it to hand, e.g. NHS number, National Insurance Number and current infected blood support scheme registration number.
- Requests for a recording and transcript of each call with the Claim Manager, so it can be referred to afterwards.

We'll learn more as we go, to keep improving the compensation service.

Sending out the next invites to claim

We intend to send out further invites to claim, in small numbers again, before the end of this year and then more in early 2025. It's important this community helps to shape our decisions on how these invites are prioritised (for example, we've already heard views on if this should be based on age, how long someone has had an infection, how severe the infection has been and other suggestions). We are now arranging a number of engagement sessions with members of the infected community who have offered to help us develop the claim service, as well as groups that represent many of you.

While we are still in the early stages of developing the service to claim and receive compensation, it's important that we learn and adapt as we go to make the process simple, fast and secure.

We will let you know when invites to claim are sent, and also continue to keep you updated on the learnings and feedback from these first groups.

Legal support and financial advice for people invited to make a claim

As we develop the compensation service and work with the first group of people who are making their claims, we will keep checking what support they and the community will need. Claim Managers are here to help with the information you need to make a compensation claim, but we know many people may also want other support.

For those making the first compensation claims, free legal support is available up to an agreed amount to help with certain parts of their claim. They will also be able to speak to a financial adviser who will help them decide the right payment type to suit their circumstances, protect against fraud, and outline choices to manage their compensation money safely.

Initial feedback on this legal and financial support will help shape future support for all those claiming. We will update you on what this means for future claims once we have that first feedback.

Letters about data to people registered with an Infected Blood Support Scheme (IBSS)

If you're already registered with a support scheme, you'll be receiving a letter from them about the information the scheme has about you, and sharing that with us at IBCA.

The letter explains what information the scheme will share with us, including:

- your name, address and contact details
- the type and severity of your infection
- payments received to date.

Where possible, we want to use that information so that you don't have to give it to us again when you make your claim. This will make your claim easier and faster.

If you think that some of the information your support scheme has about you is wrong or outdated, please contact your scheme to tell them.

This does not affect any support payments you currently receive from the scheme and all your information will remain confidential, safe and secure.

You do not have to provide any information to IBCA now. We'll let you know before you make a claim if we need more information from you.

Your choice - support payments will not end unless you want them to

In recent engagement sessions, we've been hearing some concerns about whether support payments will continue.

Please be reassured that all those who are registered with a support scheme (IBSS) before 1 April 2025 will continue to receive regular support payments for life, if they wish.

When you claim compensation, you will be given another choice, too. If you prefer, you can choose not to continue to receive support payments and,

instead, to receive your future Financial Loss and Care awards (part of the compensation scheme's tariffs) as part of your total compensation package under the Core Route. You could choose to receive this money as a lump sum or regular payments over 5, 10 or 25 years.

We'll also explain what this means for you when you make your claim.

Your questions

We said that we would answer some of your questions in every update. You can see below the most common questions we have been asked recently.

How did you choose the first group of people to claim?

We started by opening our service up to a small number of people in October. This included people who:

- are already eligible for compensation
- registered with support schemes, which meant that we had much of the necessary information for these people already
- from areas across the UK
- who represented a range of infection types, and severity within those infections

On 17 October 2024, we sent an email to this first group of people and invited them to make a claim. We explained how the claims process would work, what would happen next, and what each person needed to do.

Each person who has chosen to make their claim has now met their Claim Manager.

Can IBCA help me with an application for the interim payment to estates or with obtaining probate?

Interim payments to estates are administered by the IBSS in each nation - please contact your support scheme for your application.

You can find out [how to apply \(https://www.gov.uk/infected-blood-compensation-estates\)](https://www.gov.uk/infected-blood-compensation-estates) on GOV.UK. If you have accessibility needs or would like a paper copy of the application form posted, you can [contact the IBSS. \(https://www.gov.uk/infected-blood-compensation-estates/get-help\)](https://www.gov.uk/infected-blood-compensation-estates/get-help) IBSS can also provide help with any questions you might have about the application.

If you need to apply for probate, in almost all cases, you should be able to complete the process yourself. However, if you have questions you can get advice directly from the Probate Service you are applying to. You can claim back your exact costs for applying for a grant of probate if your interim compensation application is successful.

You do not need to have legal support to apply for probate. However, if you do wish to access legal support, you can claim back legal costs for the probate process of up to £1,500, if your interim compensation application is successful.

You can find more [information about legal support \(https://www.gov.uk/find-legal-advice\)](https://www.gov.uk/find-legal-advice) on [GOV.UK \(https://gov.uk\)](https://gov.uk). You may also wish to access free, impartial support through the [Citizens Advice Service \(https://www.citizensadvice.org.uk/\)](https://www.citizensadvice.org.uk/).

In the recent Budget figures on infected blood, we see that spending is over 6 years; will this cover everyone?

This scandal spans decades of harm and injustice - the findings of the Infected Blood Inquiry are truly harrowing. The Government and IBCA's priority is to pay compensation to those who are eligible as quickly as possible.

The budget included a forecast for how much will be spent on compensation between now and March 2030. We estimate that the Infected Blood Compensation Scheme will cost £11.8 billion to March 2030, although, we recognise that some payments will go beyond that date. This is based on estimates of the number of people who are eligible and expected to claim, with IBCA aiming to process and make payments as soon as possible. Each eligible person will get the compensation they are due.

