

### What is an Internal Review?

An internal review provides an opportunity for decisions that you disagree with to be reviewed independently by the Senior Review Officer who has not been involved in the original decision or management of your claim. In an Internal Review all available information will be considered, as well as any new information provided by you.

### When can I apply for an Internal Review?

An Internal Review is an optional step which can often resolve any issues quickly. There is no cost for an internal review and TIO aims to complete these reviews within 30 working days.

It is important to note that under section 28A of the *Motor Accidents (Compensation) Act* you have **90 days from receipt** of the original notice of decision or if no notice was given, from when you became aware of the decision to apply for a Designated Person review which is a more formal process.

This request for an Internal Review does not change / extend the 90 day period to apply for a Designated Person review.

To request an Internal Review please complete this form detailing your request, it is important that you provide any additional information that you would like taken into account. If acting on behalf of a customer a signed authority must be provided.

Full Name		Claim Number	
Postal Address			
Phone		Email	

If completing on behalf of a TIO claimant please complete the following details:  
*(Signed authority must be attached)*

Full Name		Relationship to Customer	
Postal Address			
Phone		Email	

Please list decision(s) to be internally reviewed

