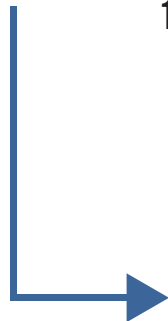


This is how your case is dealt with



1. The company summarises your case in a “commission memorandum” that is sent to you for comment.

The company is to follow the Commission’s instructions as to the contents of the Commission memorandum. You can read about these instructions on our website.

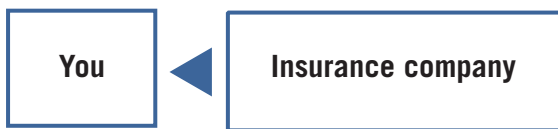


2. After this the company sends the entire claim file (this is all the documents associated with your case) and the Commission memorandum to the Commission.



3. The Commission’s members each separately examine the Commission memorandum before the meeting. A lawyer from the office of the Commission goes through the entire claim file and the Commission memorandum. The lawyer presents your case to the Commission at the meeting. After that the Commission makes a decision that is reported in a recommendation. The decision is the Commission’s proposal as to whether you should receive compensation and, in that case, the amount.

The Commission has access to doctors with specialist qualifications that are independent of the companies. If there are special reasons, the Commission may request an opinion from one of these doctors on the medical issues.



4. The Commission sends its recommendation to the company together with the claim file. After that the company sends the recommendation to you. Before that the Commission cannot disclose the contents of the recommendation to you.



If you are not satisfied with the company’s final decision after the Commission’s recommendation, you can have your case heard by a general court.