

PIAB TWITTER POLICY

PIAB utilises Twitter to provide information to our customers and stakeholders.

Links to our account are on the front page of our website – www.piab.ie.

Our Twitter account is managed by the PIAB communications team.

We will from time to time tweet news and information about the work of the PIAB and about the personal injuries process, including information for the public or other stakeholders in the legal, insurance, public policy or medical spheres, as well as any other useful information on occupational, road or public place safety, or on topics relevant to our organisation or sector.

Subject to business needs, we will normally be in a position to update our Twitter account as needed during office hours, Monday to Friday. While we will monitor the account where possible, that cannot be assured and the account should not be used for communicating with PIAB.

We welcome messages and feedback from followers but we are not able to reply individually to all messages or requests we receive via Twitter. We do not automatically follow new followers. If we do follow a Twitter account or re-tweet any tweets, this does not imply endorsement of any kind. We cannot be held responsible in any way for tweets posted by others to the Twitter feed.

Note: Sending a message via Twitter will **not** be considered as contacting PIAB for any official purposes including a formal commencement or progressing of a claim for personal injury compensation and we will not be obliged to monitor or respond to requests for information through the Twitter channel. Please do not include any personal information, or details of your claim in your tweets to us. To submit a personal injury claim through the Board you must complete an application form online at www.piab.ie, or submit an application by post; or contact a representative of PIAB on LoCall 1890 829 121. If you need to contact PIAB details are available at the “Contact Us” link on our website.

Full and clear information on making or responding to a claim is on our website at www.piab.ie

Every effort is made to ensure that the information we issue via various communications channels is accurate – however PIAB cannot and does not accept responsibility for any errors, omissions or misleading statements whatsoever.