



Participant information

Reporting an insurance claim

This information sheet describes the study of “Mental workload and reporting an insurance claim” as part of research conducted by a student for his master thesis in the University of Nottingham.

We are interested in finding ways to reduce the mental workload during a mundane everyday tasks like web form filling.

The experiment will involve watching three videos of non-fatal real life road accidents which can cause you an emotional stress or discomfort. If you are sensitive on the topic or have suffered a previous stressful accident we advise you to not take part in the study. However, if you do participate, and after the experiment feel emotional stress or discomfort, a counselling services will be recommended to you from the University of Nottingham Counselling service.

If you choose to take part in this study, you will first have to watch a short one minute video of a road accident, and after a short break period, fill in an insurance claim for that incident. We will test three types of representation of the insurance form so this process will be repeated three times, showing you three different accidents that you should report later in the insurance claim website that will be provided.

When the video of the road accident is playing, you should strive to remember details from it that you should later recall.

The experiment will help us understand what happens in the people’s brains when they watch stressful videos and after that they recall them on an insurance form. We aim to find ways in improving the process.

The study will last approximately one hour and your time will be reimbursed with £10 in Amazon Vouchers. This will be presented to you after we have concluded our study (approximately 2-3 weeks).

A series of questionnaires, screen capturing, as well as observation comments from the experimenters will be collected. Your face and body will not be recorded. Additionally, a non-invasive brain-scanning device, fNIRS, will be attached to the forehead to capture brain data whilst completing the task. We are not able to diagnose or distinguish any brain conditions.



Using a comfortable wristband called Empatica, we will also capture your Heart Rate, Electrodermal Activity (EDA) and Skin Temperature in real time.

All your data will be anonymised such that your name/data cannot be recognized within all the data collected from all our participants. The data will be stored on university machines and password protected, in accordance with the Data Protection Act (1998). You may withdraw from the study at any time; if after the event you wish to have your data excluded from the study, please contact us using the details below.

If you have any questions regarding participation in this study then please contact Kristiyan Lukanov using the email address: psxkel@nottingham.ac.uk or if this is not appropriate then Max L. Wilson using: max.wilson@nottingham.ac.uk