



### 31 days to go

**Administrator user guides and schemas to support full process A2A for insurers and claimant lawyers available NOW on the [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk) website members area**

From 29th March Insurers and claimant lawyers will have just 31 days to adapt internal operations and processes in readiness for April 30 – the formal implementation date of the Ministry of Justice reforms to streamline the compensation system for low cost RTA personal injury claims.

Administrators user guides NOW available. Also schemas to support the full process Application to Application (A2A) NOW available. All user guides can be accessed in the members area of the RTA PI Claims Process Portal website ([www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk)).

The dedicated members area of the website contains valuable information and help files for portal members. If you have not already signed up to access the members area of the website, please [click here](#) to receive your unique user name and password.

Insurers, claimant lawyers and compensators can register to use the electronic portal designed to support adherence to the reforms by enabling the swift electronic exchange of all relevant claim information and related documentation, including medical reports. The portal will facilitate the streamlined flow of information on liability and quantum between parties, enable key decisions to be communicated rapidly, avoid duplication, reduce operational costs and allow for swifter claims settlement in line with the timeframes set by the new reforms.

To register for access to the portal, organisations should visit the public area of the website and click on the '[How to sign up](#)' Tab and download the relevant registration form for your organisation, complete and return as soon as possible to: [support@rtapiclaimsprocess.org.uk](mailto:support@rtapiclaimsprocess.org.uk). Early registration and use of the portal will allow organisations to bed in operational processes in advance of formal implementation of the reforms on April 30th in a training environment.

Those registering will be able to access the portal via a web browser option to a secure web server and complete electronic forms online. Organisations can arrange testing / training partnerships whereby completed electronic forms can be submitted and transmitted for bi-lateral testing and training purposes. Access to the internet using standard browser software such as Internet explorer (Version 6 or above) Mozilla Firefox or Opera is the only IT requirement. The web browser interface option has completed stringent user acceptance testing in December 2009 covering requirements for Stage 1 of the claims process reforms. Stage 1 of the reforms requires insurers, on receipt of a claim notification form from the claimant lawyer, to admit or deny liability within 15 working days. Insurers currently have a maximum of 3 months from acknowledging the claim to accept or deny liability.

Training and familiarization has now started with registered organizations receiving log on ID's and passwords.

For further information email [support@rtapiclaimsprocess.org.uk](mailto:support@rtapiclaimsprocess.org.uk) or visit our website at [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk)

ACT NOW and REGISTER your organisation.