



Dear All,

Further to yesterday's e-shot, we are pleased to confirm

- The 18 claimant law firms who are early adopters of A2A have their user details and are now forwarding CNFs via the Portal
- A further batch of insurers and claimant lawyers are being processed and will shortly have access early next week
- Further additions to the insurer list are expected to be uploaded tonight – currently all major insurers and MIB can be sent CNFs.
- This will help claimant lawyers to resolve any issues experienced in trying to select an insurer since all registered insurers will now be visible as a selection option.

Well over 500 claimant lawyer organisations, using Web Browser access, have already received their live log in user ID's and password and are able to gain access to the live portal and process CNFs. We are continuing to issue the remaining registered organisations log on ID's and Passwords by the end of this week and so those who are still awaiting these should receive them shortly.

Insurers are reporting a steady flow of new claims and are now considering the information so that they can reach a decision on liability.

Further questions relating to the RTA PI Low Value claims process have been received and we will update the Q&A on the web site as soon as possible. For example, what happens where there is contributory negligence and the claim falls out of the process. – In this example, the claim has to be handled in accordance with the existing Predictable Costs Regime and cannot be resubmitted via the Portal. -

Please be advised that the next scheduled upgrade of the portal will be in July, to remove the workarounds that are currently in place. We will remind you closer to the time of when this will take place.

We again thank you for your patience and should you have any queries please email us: support@rtapicclaimsprocess.org.uk