



Additional Portal Support Services

A further Helpline has been put in place to assist users having log in problems or where passwords are not working. The Helpline number is: 0207 265 5753 and will be manned from 9-5pm, by IDSL.

The helpline has been set up in addition to the email support available at support@rtapiclaimsprocess.org.uk All queries emailed to the support address will receive a specific response within 24 hours.

For technical queries please email help@rapidclaimsettlement.org.uk

Registrations Update

Work continues to clear the registration back log, and IDSL acknowledges the frustrations caused by the delays. In recognising concerns over the delay, an extra independent project resource has been tasked to investigate and assist in redressing the backlog. As a result of the initial work, previous information on timeframes for clearing the backlog require revising, and work is underway to provide a concrete timeframe for clearing the remaining backlog.

In addition, it was identified that a batch of logins were issued 12th May, which included some incorrect details, resulting in some passwords not working. This was due to an administrative processing error which has since been rectified by CRIF. The Administrators of those organisations affected will be contacted by the CRIF Helpdesk to advise when their login details will work, and it is anticipated that this will be completed by Tuesday 25th May.

Please contact the Helpline number above or support@rtapiclaimsprocess.org.uk as we have found that login detail emails have been caught in the spam filter of some organisations.

All new registrations received from 19th May will take a maximum of 5 working days for log in details to be forwarded.

******IMPORTANT NOTE FROM ABI******

Interpretation of when VAT payable

There are reports that some compensators are refusing to pay VAT on the stage 1 fixed costs in the process, instead stating that this is payable in stage 2. The Civil procedure rules for the process (at rule 45.29 (6)) refer to VAT being payable on the fixed costs listed in Table A. this should be interpreted as meaning that VAT is payable at each stage, rather than an alternative interpretation. Claimant and defendant stakeholder representatives are agreed on this and advise that the practice of refusing to pay VAT on stage one costs is an incorrect interpretation of the rules.