



******Important Portal Update******

Hints and Tips on Locating Insurers on the Portal:

- If you are unsure about which insurers/compensators are registered on the Portal, please refer to the list loaded on the portal which is available in the members area of the RTA website – visit www.rtapiclaimsprocess.org.uk. Organisations user id and password for the members area will be required (these are different credentials used for the live Portal)
- If the underwriting insurer is not known, claimant representatives are encouraged to research this information from the claimant, or alternatively the AskMID service, in order to successfully submit the CNF to the right organisation
- If AskMID highlights indicates that the insurer has a TPA taking care of claim and the TPA is not seen to be registered on the Portal, you are advised to send the CNF directly to the insurer
- If an insurer rejects a claim with feedback that a TPA takes care of its claims and the TPA is not registered within the Portal then please contact the helpdesk with details of the organisation for further investigation – helpdesk contact details are below
- The Motor Insurers' Database(MID) provides a centralised database of motor insurance policy information for all insured vehicles. To ensure that Claimant Solicitors can easily locate the correct Insurers/Compensators or their Third Party Agents to send a Claim Notification Form to, Compensator portal accounts will only be setup to reflect the policy and contact information submitted by insurers and their agent on to the MID
- If you are having difficulties locating an insurer known to be registered on the Portal:
 - 1) Firstly, search using the beginning of the organisations name
 - 2) You can also use part (or key words) of the organisation's title which will prompt you with possible search results for example use 'direct' for 'Direct Line'
 - 3) Try and be as precise as possible
- In order to send a CNF to the MIB, claimant representatives must select 'MIB' from the drop down list of options contained in the Insurer Type field within the Search Insurer facility. The default option for this field is set to 'insurer'. An error will occur if MIB is searched when 'insurer' is selected within the drop down menu.

All queries regarding finding insurers within the Portal or any Portal enquiries please contact:

One Stop Portal Helpdesk
Email: helpdesk@rapidclaimsettlement.org.uk
Telephone: 0844 257 0674
7am – 7pm Monday to Friday
8am – 2pm Saturday
All queries are provided with a ticket number for ease of future communication.

Portal Log Ins and Functionality Within the Portal All portal log ins and level of functionality for insurer/compensators and claimant representatives within the Portal are outlined using the following link:
<http://www.rtapiclaimsprocess.org.uk/faqs.html>