



PORTAL UPDATE BULLETIN – 12th July 2010

Change Requests:

Much valuable learning has taken place since the portal went live at the end of April and in light of this experience we are reviewing the change requests. To minimise the impact on users and to allow the A2A community lead time to prepare for changes it has been decided that the change requests scheduled for July will be implemented in the Autumn and that future changes will be released twice a year.

Untraced Claims:

The Motor Insurers' Bureau has advised that around 50% of the MoJ claims they receive are Untraced and therefore fall outside of the process. Claimant Solicitors should check to ensure that they accurately note the defendant details when submitting a claim to the portal. If the claim is of an Untraced nature then it should be submitted using the existing MIB claims form.

Accurate Registration Number Entry:

Identifying the correct defendant vehicle registration is critical to the timely settlement of a claim. A number of claims are being submitted to the wrong compensator as the vehicle registration has been incorrectly identified. This normally results in the claim being rejected causing unnecessary delays in the process. Claimant Solicitors are advised to double check vehicle registration are correct before submitting a claim to the Portal.

Portal User Feedback:

Zurich has found the portal highly beneficial in speeding up the claims process with the Claims Notification Form providing sufficient detail to make early liability decisions in numerous cases, as the following two examples illustrate:

Zurich's Glasgow office settled their first MOJ claim in a total of 21 days! The incident – a straightforward 100% at fault claim - was reported via the portal on May 28th and liability was admitted on the same day, with Stage One costs subsequently raised. The Stage Two settlement pack was received on June 16th and quantum agreed on June 18th.

On Monday May 10th, Zurich's Whiteley office dealt with a claim that arrived on the portal on Saturday May 8th. The file was reviewed and in one working day a response admitting liability was sent. The following day, May 12th, the Stage One payment was sent to the claimant's solicitors. On June 17th an invoice was received from the medical agency and payment raised. The Whiteley team is now awaiting the Stage Two pack from the claimant's solicitors.

For all queries regarding the Portal 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.

Alternatively please visit www.rtapiclaimsprocess.org.uk for further assistance