

RTA PI CLAIMS PROCESS

******RTA Portal Completes Behaviour Committee Pilot and Enters Review Phase******

The 'RTA Portal Co Behaviour Committee' pilot which commenced on March 1st 2011 and concluded on May 31st, has now entered its review phase. Following this review and subject to user feedback and the success of the scheme, the initiative will become a permanent service.

The Behaviour Committee, made up of claimant and compensator representatives was formed to assist with the resolution of behavioural issues arising from use of the Portal. The pilot was instigated in response to Portal user feedback where behaviour issues may arise regarding, for example, but not limited to: inappropriate use of Article 75; claims submitted without retainers; inappropriate use of Interim Settlement Packs; extensions of Time without Agreement.

Portal Co takes any suspected mis-use of the Portal seriously and whilst reviewing the findings of the three month pilot will be engaging with the user community and industry regulators, with whom it is already in discussion regarding reporting procedures related to behavioural issues.

Portal Co urges all user organisations to ensure that staff fully understand the requirements of the MoJ Protocol and how to use the Portal to support adherence to the MoJ Protocol guidelines and gain maximum cost and efficiency benefits. Portal User Guides can be found at

www.rtapiclaimsprocess.org.uk/members_area/members_release1_userguides.html

A copy of the Behaviour Committee policy document is available at www.rtapiclaimsprocess.org.uk/members_area/report_a_behaviour.html

Feedback regarding the review of the 'RTA Portal Co Behaviour Committee' pilot will be shared with the user community in due course.

Regards,
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MIB MSL is a subsidiary of the Motor Insurers' Bureau (MIB) and is managing the online RTA Portal system on behalf of RTA Portal Co Ltd.