

# RTA PI CLAIMS PROCESS

## \*\*\*\*RTA Portal Important Notice - Data Retention Reminder\*\*\*\*

**Reminder:** Further to the announcements [in July](#), all claims that have a system status of 'End' and have been in this status for over 30 days will be archived and subsequently permanently deleted from the Portal.

Once a claim is deleted it will no longer be possible to search for and retrieve it in any way. Users are reminded that at each stage of the process they should print or download documentation sent via the Portal to their own systems as the RTA Portal is not a repository for claims data.

**Please note:** This process follows the Data Protection rules where personal data should not be kept for longer than is necessary.

If you have any queries on the Portal, please contact the Helpdesk.  
Email - [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk)

Regards,  
Ashley Sutton  
Head of Information Services  
For and on behalf of RTA Portal Co Ltd

*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.*