

RTA PI CLAIMS PROCESS

RTA Portal: Behaviour Committee guidance notes now available

Following a review of initial behaviour reports submitted to the 'RTA Portal Co Behaviour Committee', guidance notes are now available to download on the RTA Portal [website](#).

The guidance notes show behaviour reports submitted by topic and the resulting committee's considerations and actions. The outcome of the Behaviour Committee's considerations are in the form of general guidance but not intended to be binding on the parties.

Please select the appropriate topic to download relevant guidance notes:

- [RTABCG1 - Direct Contact with Represented Claimants](#)
- [RTABCG2 - Multiple Claim Notification Forms by Multiple Claimant Representatives](#)
- [RTABCG3 - Credit Hire claims and inclusion in the Pre Action Protocol and Portal](#)
- [RTABCG4 - Concertina Accidents](#)
- [RTABCG5 - Pre-Med Offers conditional on the exit of Pre Action Protocol](#)

Please note: During the review period, the Behaviour Committee have rejected a number of forms due to them not meeting the requirements of the Behaviour Committee Policy. Therefore, it is important users familiarise themselves with both the policy and stages requiring completion prior to submission of the form. Please [click here](#) and follow these steps prior to reporting a Behaviour.

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.