

# RTA PI CLAIMS PROCESS

## **\*\*\*RTA Portal: User Agreements – Next Steps\*\*\***

The RTA Portal User Agreement consultation report will be published later this month.

Thank you for providing feedback on the User Agreements. RTA Portal Co welcomed your comments in writing as well as through your panel of member bodies (ABI, APIL, MASS and TUC) and at the workshops in October 2011.

The terms set out by the new User Agreements have applied implicitly for the two years the Portal has been operating and as such the introduction of the User Agreements will not change anything of themselves. This is an action of good governance that merely formalises the agreed needs and availability of the service more explicitly for users.

As RTA Portal Co acts on behalf of all Portal users and effectively represents their interests, this is not a conventional third party agreement. The contribution of all parties involved in using and maintaining the Portal has therefore been crucial to developing the agreements. This has ensured that the accepted terms on which RTA Portal Co delivers, and you may use the Portal, are mutually beneficial.

The consultation report that will be published later this month collates all feedback that has been received and sets out RTA Portal Co's responses. The report together with revised user agreements will be available to review at [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk) and emailed to all users in late-February 2012.

The final User Agreements will be in place for review and 'click to accept' in March 2012.

System Administrators for organisations who use Web and/or A2A will be required to accept the User Agreement on behalf of their organisation before 31 March 2012. As the recipient of this email, you are currently registered as a contact on the RTA Portal Communications list and/or also the System Administrator on file. If you are not the System Administrator for your organisation, please forward this email bringing it to their attention and provide RTA Portal with the updated contact details for future communications.

For Software Houses who have developed an interface, a physical signature will be required on the User Interface Development Agreement and a separate communication will be sent.

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.*