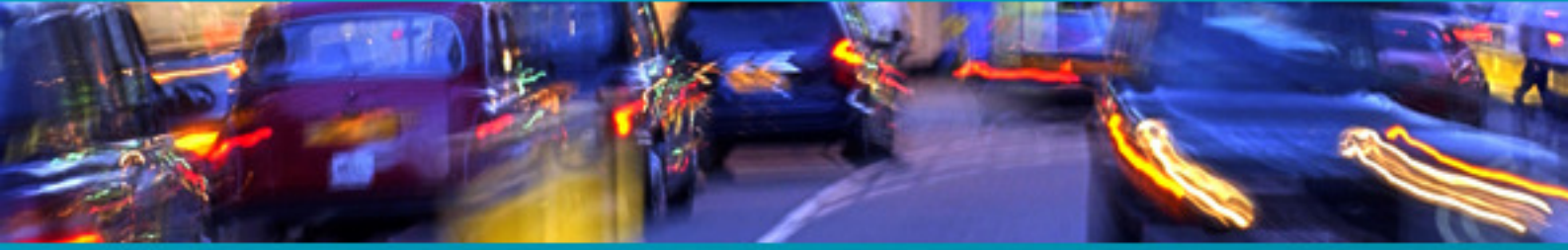


# RTA PI CLAIMS PROCESS



21 October 2010

## News Release

### RTA Portal engages users for next wave of system improvements

The users of the RTA Portal, the online exchange to support claims settlements, are being prepared for the next wave of system enhancements and improvements due to be rolled out in March 2011. Representatives from software developers, insurers and claimant solicitors will be invited to participate in a series of workshops, with the first application-to-application (A2A) workshop taking place in London on 26 October.

The registered users of the RTA Portal are being engaged to shape the ongoing developments of the online system – which is accessed either through a website application or via a direct A2A users system.

The A2A users will need to begin preparations now to be ready for the system enhancements scheduled for March. The changes to the online exchange have been prioritised based on feedback and are aimed at improving some functionality aspects so that fewer tasks need to be entered manually, while others will require essential changes to software.

The RTA Portal is used by motor insurers/compensators and claimant legal representatives so that claims information, such as medical reports, can be exchanged in a secure way and also ensures that faster agreement on liability and settlement of claims is achieved as set out in the new RTA Low Value PI process.

Tim Wallis, appointed as independent Chairman of the RTA Portal Co Ltd, commented: “The RTA Portal is effectively a virtual communication exchange and supports the secure sharing of information relating to claims that fall under the MoJ’s new process.

“The workshops will give A2A users in particular the chance to understand the timetable for testing and implementation. The system has been available since

April this year and we've been talking to the different types of users to make sure that the next enhancements to the RTA Portal are suited to their needs and most importantly to support individuals making claims in this category."

The Ministry of Justice (MoJ) introduced the new process in April 2010 for RTA PI claims valued between £1,000 and £10,000. To support the new approach, representatives from insurers, unions and claimant lawyers have been cooperating to establish and manage the development of a secure environment which allows claims information to be exchanged between key parties.

**ENDS**

### **Editors Notes**

#### **Background to RTA Portal Company**

The RTA Portal Co Ltd is responsible for the management of the settlement portal – RaPID – and is aimed at supporting users through the new Road Traffic Act (RTA) PI Claims Process established in April 2010 by the Ministry of Justice (MoJ). The process aims to enable faster agreement on liability and payment of low cost RTA injury claims (between £1,000 - £10,000).

Guided by an independent chairman, a group of representatives from the Law Society, Association of Personal Injury Lawyers (APIL), Motor Accident Solicitors Society (MASS), Trade Union Congress (TUC), Motor Insurers' Bureau (MIB) and insurers are managing and developing this system for the secure transmission of claims information.

Insurers previously had between 90 days to accept or deny liability for such personal injury claims. The new MoJ rules reduce this timeframe to 15 business days for insurers and 30 working days for the MIB. It is likely that 500,000 claims per annum will be processed via the new system.

**For information about how to register and use the RTA Portal please visit [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk).**

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