



1 March 2011

## News Release

### **RTA Portal Launches Behaviour Committee Pilot**

RTA Portal Co today launches a Behaviour Committee pilot to guide users and help mediate in circumstances involving inappropriate use of the portal, which is intended to reflect the Protocol for low value claims.

Running until 31 May 2011, the pilot has been instigated for cases where compensators and claimant representatives are not able to resolve the matter together, in which case the matter will be escalated to the Behaviour Committee. Subject to successful completion of the pilot and user feedback, the initiative will become a permanent service.

From time to time, issues may arise between compensators and claimant representatives (such as inappropriate use of Article 75; claims submitted without retainers; inappropriate use of Interim Settlement Packs and extensions of time without prior agreement). Where a satisfactory outcome has not been achieved, when a user has identified an issue and addressed this in writing with the organisation concerned, the objective of the Behaviour Committee is to provide general guidance on appropriate behaviour expected by users of the Portal to assist in a resolution. Guidance provided by the Committee is not intended to be binding.

The Committee, made up of a claimant and compensator representative, will meet on a monthly basis and provide a non-biased approach and guidance to any behavioural issues that have been submitted using the Behaviour Report Form now available via the members' area of the RTA Portal Co information site. Behavioural issues will be considered in the context of the Civil Procedure Rules and Practice Directions, including the Pre-Action Protocol for Low Value Personal Injury Claims, the objectives of that Protocol and the spirit in which it was introduced. The Committee will call on stakeholder advice if required.

**ENDS**

## **Editors Notes**

For any portal enquiries please contact the One Stop Help Desk:

### **One Stop Portal Helpdesk**

Email: [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk)

Telephone: 0844 257 0674

7am – 7pm Monday to Friday

8am – 2pm Saturday

The RTA Portal Co Behaviour Committee Policy Document can be found at [www.rtapiclaimsprocess.org.uk/members\\_area/report\\_a\\_behaviour.html](http://www.rtapiclaimsprocess.org.uk/members_area/report_a_behaviour.html)

The RTA Portal Co Behaviour Report Form is available in the members' area of the RTA Portal Information site

[www.rtapiclaimsprocess.org.uk/members\\_area/report\\_a\\_behaviour.html](http://www.rtapiclaimsprocess.org.uk/members_area/report_a_behaviour.html)

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

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).

### **Media contacts:**

Nicky Godfrey / Kelly Cody

Peak Marketing & Communication Services Limited: 020 8661 2444

[Nicky.godfrey@peak-marketing.co.uk](mailto:Nicky.godfrey@peak-marketing.co.uk) / [Kelly.cody@peak-marketing.co.uk](mailto:Kelly.cody@peak-marketing.co.uk)

Shavaun Glen / Kirsty Forshaw

MIB Management Services Limited: 01908 82 1985 / 42 2455

[sglen@mib.org.uk](mailto:sglen@mib.org.uk) / [kforshaw@mib.org.uk](mailto:kforshaw@mib.org.uk)