



FOIL UPDATE

May 2010

The RTA Process – further details from IDSL (5)

FOIL has received further information below on the new process from IDSL, which is supporting the Project Steering Group.

The ABI reports that a number of insurers have received e-mails from claimant representatives who are attempting to use e-mail to send a claim. In order to comply with the Data Protection Act the ABI is suggesting to insurers that claimant representatives are advised by phone or separate e-mail that the insurer cannot accept data by insecure e-mail, and that in light of the short time frames anticipated to resolve the login issue, that claimant representatives should retain the client information until the compensator can access the system.

“Update on the Electronic Portal



RTA PI Claims Portal

Registrations Update:

Please accept our apologies to those organisations that have registered to use the RTA PI Claims Process portal who are experiencing delays in receiving their user IDs and passwords.

In excess of 500 Claimant lawyer firms have been sent their user IDs and passwords and IDSL can confirm it expects the majority of organisations registered to use the portal will have received their user IDs and passwords by close of business Friday 7th May. Until then, if you are a claimant lawyer who has received a relevant claim from an incident which occurred on Friday 30th April and after, before you have received your login details or are unable to locate the appropriate compensator, you are advised to retain the claim information in the interim, until you have the necessary information to submit to the portal.

Helpful Reminders:

The portal should only be used for accidents that occurred on or after Friday 30th April. If you have received a claim occurring after the 30th April please await your portal logon to enable you to process your claims, as per the enclosed update.

Upon receiving your user ID and password it is important that Administrators select “administration” in the section drop down menu located under the login boxes, in order to successfully gain access. Instructions are included in the covering email you will receive with your ID and password.

You have a nominated Administrator (details you provided at time of registration.) Administrators can set up new portal User IDs and passwords for claims handlers and where large numbers have been pre-loaded these are accessed by the Administrator.

Administrators can also set up additional Administrators if required. Administrator's can also re-enable your password and submit necessary changes to IDSL in respect of company details including branch changes.

For registration queries please email support@rtapiclaimsprocess.org

Issues Identified:

IDSL will actively respond to issues if any emerge as use of the portal evolves. Any issues experienced can be forwarded to and investigated by the technology provider: email helpdesk@rapidclaimsettlement.org.uk who will keep IDSL apprised.

Additional Workaround:

A2A users need to ensure they complete conditional fields. For example it is important that 'additional vehicles' and 'time off work' fields are completed. Web browser users will not experience this as the system automatically validates that these fields have been completed.

A2A Stage 2 User Acceptance Testing Update:

A2A users have been issued with schemas to test their interfaces with both Stage 1 and Stage 2 for their individual organisations. Before they use the "live" Portal they are asked to confirm to IDSL that they have completed their 'communication tests'.

A2A Users who have completed their tests will receive their additional user IDs and passwords during tomorrow for claimants and insurers, Thursday 6 May and be in a position to commence forwarding CNFs.

Portal Upgrade Update:

The portal effectively supports the new RTA PI Claims process. It is important to be aware that due to the timeframes within which the rules for the reforms were announced and subsequently signed off, the legal process and portal process are not yet completely aligned and certain interim "workarounds" have been put in place. A portal upgrade addressing these variations will be available mid July.

The workarounds are documented in the member area of the website. http://www.rtapiclaimsprocess.org.uk/RTAPI_members_LogIn.php

Subsequently FOIL received the message below from IDSL at close of play yesterday, 6 May:

"Please be advised that the RTA PI portal is now available as planned, following important upgrades to the system this afternoon. We appreciate your patience during this time.

As a result of the upgrade we are pleased to confirm

- that the portal is now integrated for both A2A and web browser users
- 18 claimant lawyers who have successfully tested A2A integration will this afternoon receive their A2A user IDs and Passwords
- An increased number of defendants, including all major insurers are now able to gain access to the portal, with further additions to follow over the next few days.
- Those insurers who have already registered and are awaiting user IDs, should have access by close of business tomorrow, Friday 7 May.

- This will help claimant lawyers to resolve any issues experienced in trying to select an insurer since all registered insurers will now be visible as a selection option.

500 claimant lawyer organisations, using Web Browser access, have already received their live log in user ID's and password and are able to gain access to the live portal. We are continuing to issue the remaining registered organisations log on IDs and Passwords by the end of this week and so those who are still awaiting these should receive them shortly.

The first waves of claims are now going through the portal. For example, MIB have reported that they have received their first claim.

Please be advised that the next scheduled upgrade of the portal will be in July, to remove the workarounds that are currently in place. We will remind you closer to the time of when this will take place.

We again thank you for your patience and should you have any queries please email us: support@rtapiclaimsprocess.org.uk

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