



# FOIL UPDATE

3 June 2010

## The RTA Process – an update(8)

FOIL has received further information below on the new process:

### **“Registrations Update:**

#### **a) Registration Backlogs: -**

- We acknowledge that some organisations have been waiting for their registrations to be processed. However, additional resource has been provided to clear the backlog. We can now confirm all post launch portal registrations older than 5 days will have been processed and log in details provided by close of business Friday 28/5.
- All new registrations received will be processed within a maximum of 5 working days. (Subject to the correct registration data being provided)

#### **b) Registration Issues Remaining:-**

- Whilst the backlog of registrations has been cleared, we are aware that a maximum of 50 organisations have been affected by a processing error, due to incomplete details or organisation complexities in the registration form. These organisations are being identified specifically and will be contacted directly to facilitate manual registration and account creation.
- If your organisation is experiencing registration or log in difficulties, please contact [support@rtapiclaimsprocess.org.uk](mailto:support@rtapiclaimsprocess.org.uk) providing your telephone number and you will be called back and walked through the set up process.

### **Insurers Registered on the Portal:**

- 97% of insurers by market share are registered on the portal. The remaining 3% are being actively contacted by the Association of British Insurers (ABI) and Motor Insurers' Bureau (MIB) with a view to securing their registration .
- To check the list of insurers registered on the portal please visit the members' area of [http://www.rtapiclaimsprocess.org.uk/RTAPI\\_members\\_LogIn.php](http://www.rtapiclaimsprocess.org.uk/RTAPI_members_LogIn.php) using your website membership log in details.

*\*NB. The members area of the website is accessed by different log in details to your portal log in details.) If you have not registered for the **members' area** of the website click here to register*

[http://www.rtapiclaimsprocess.org.uk/members\\_registration.php](http://www.rtapiclaimsprocess.org.uk/members_registration.php)

### **Support Services:**

- From June 7<sup>th</sup> a new 'one stop' help desk will be available offering an end to end support service. Contact details to be provided prior to launch"

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