



# FOIL UPDATE

14 June 2010

## The RTA Process – an update(9)

FOIL has received the following Newsflash on the new process:

### **"Important RTA portal News FLASH Application to Application (A2A)**

- A2A User Acceptance Testing (UAT) formal sign off of stage two is due to be completed by COB Thursday 10 June. This concludes all UAT testing for the portal, as stage 3 is paper based with the portal able to provide print outs

### **Registrations**

- Registration forms awaited from 8 Claimant Lawyers
- **ALL** other claimant lawyer registrations in backlog cleared
- 1,468 claimant representatives registered
- 179 insurer/compensators/TPAs registered amounting to 97% of insurer market share
- Good progress has been made in addressing claimant representative organisations affected by a processing error. Outstanding registrations have been identified and resolved, however a small number of organisations have reported that they have not yet received their account logins. These are being dealt with on a case by case basis and resolved as a priority. A primary cause has been due to e-mail spam filters preventing account passwords from being received.

### **Update on A2A User Acceptance Testing (UAT)**

- Before the formal UAT sign off has been completed organisations can still use, and are using, the portal for stage two of the claims process
- If quantum is not agreed in stage two the 'electronic' aspect of the MOJ agreed process ceases and the claim will exit the portal, paper submissions passing to a District Judge to rule on quantum which is known as "stage three". The portal can provide prints of the final offer and counter offer for submission to the District Judge

### **Reporting A2A issues/errors**

- Organisations are encouraged to report any issues/or to obtain technical support surrounding A2A via [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk). Organisations will be responded to and supported individually.
- Please include the following in the email body in order for your query to be dealt with efficiently:
  - \* *organisation name*
  - \* *contact name and telephone number*
  - \* *details around issue/error including specific examples/claim details where \**

*appropriate*  
*\* provide screen shots were appropriate*

## **A2A registration update**

- 31 organisations registered and using A2A
- A further 31 organisation are in testing phase, IDSL waiting for notification of completion of testing

## **A2A – getting from testing to live**

Email [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk) and request to be set up to progress testing phase

Once test log-ins have been received, testing can progress using provided schemas to test organisations interfaces. Schemas are available within the members' area of

[http://www.rtapiclaimsprocess.org.uk/RTAPI\\_members\\_LogIn](http://www.rtapiclaimsprocess.org.uk/RTAPI_members_LogIn).

Once testing has been completed it is necessary for organisations to contact [helpdesk@rapidclaimsettlement.org.uk](mailto:helpdesk@rapidclaimsettlement.org.uk) to advise completion of testing.

Organisations are set up on the live system

## **Outline of MOJ process stages**

### ***Stage one***

Providing early notification of claims to defendants and insurers and their **acceptance or otherwise of liability**

### ***Stage two***

**Provision of Medical evidence, interim/final offers to settle and negotiation**

### ***Stage three***

**Where quantum cannot be agreed** – The claim leaves the process and Portal, moving to a paper approach outside of the portal issuing court proceedings.

Where agreement on quantum has not been reached at the end of the 20-day consideration and negotiation period, the claimant will prepare the stage three version of the settlement pack form.

Where the parties have not reached agreement to settle the case by the end of the negotiation period, the next step will be a stage three hearing to determine quantum.

## **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

## **Trouble Shooting:**

A new easy to use trouble shooting tab giving portal users the facility to self diagnose and instantly resolve common queries is available now at:

[http://www.rtapiclaimsprocess.org.uk/RTAPI\\_Help\\_Files/help\\_home.html](http://www.rtapiclaimsprocess.org.uk/RTAPI_Help_Files/help_home.html) "

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