

Re-assigning a claim - guide for Compensators

September 2024

Version 2.1

Overview

The re-assign function **must only be** used in the following circumstances:

1. To forward a claim to a brand within your organisation
2. To forward a claim to a Third-Party Administrator (TPA) handling claims on behalf of your organisation
3. If you are a TPA, to forward a claim to an Insurer/Compensator organisation you are handling claims on behalf of

The re-assign function **must not be** used in the following circumstances:

1. To forward a claim to an external Insurer / Compensator not linked by brand to your organisation
2. If you are a Third-Party Administrator (TPA) to forward a claim to another TPA

Where these options occur, the claim/s should be rejected, returning them to the Claimant Representative for resubmission to the correct Compensator/Insurer.





Note:

The use of the Re-assign functionality is monitored for mis-use.

The screenshot displays the 'Worklist' page in the CLAIMSPORTAL system. On the left is a dark blue navigation sidebar with 'My Worklist' selected. The main content area features search filters for Business Process, Application Status, Current Activity, Pending Date, and Lock Status. A 'SEARCH' button is present, and the results show '1 records found'.

Application ID	Claim Type	Claim Transfer	CR Ref. Number	Comp Ref. Number	Claimant Name	Activity Name
000000000381799	RTA Process version 9.5	NO	0123456		test, Test	F_0_25_AcceptClaimDecision

Select 'My Worklist' from the home screen of your user profile. Open the relevant claim by clicking the document icon.

Claim ID 000000000381799	CR Reference number 0123456	Insurer Company Name MIB MSL 2 (COMP)	Comp reference number -	   
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Application: RTA Process Activity: F_0_25_AcceptClaimDecision Application Status: Claim Submitted

- 1 Claim and Claimant Details
- 2 Medical Details
- 3 Vehicle Damage and Alternative vehicle provision
- 4 Accident Details
- 5 Other Party Details
- 6 Liability

Date Of Birth 01/01/2000	Occupation Insurance	Is this a child claim? No	AskCUE PI Reference ASKCUEPI12345
National Insurance Number (NIN) AB123456C	Vehicle registration number TEST		

If the claimant does not have a National Insurance number, please explain why

Address ▾

House Name Linford Wood House	Number 6-12	Postcode MK14 6XT
Street 1 Capital Drive	Street 2	District Linford Wood
Town/City MILTON KEYNES	County Buckinghamshire	Country United Kingdom

[EXIT PROCESS](#) [+ CLAIM ACTIONS](#) [CLAIM DECISION](#)

Claim decision

Do you accept or reject this claim?

[REJECT](#) [ACCEPT](#)

If the claim is sent to you in error, select 'Claim decision' and then 'Reject'

Claim ID: 000000000381799 | CR Reference number: 0123456 | Insurer Company Name: MIB MSL 2 (COMP) | Comp reference number: -

Application: RTA Process | Activity: F_0_25_AcceptClaimDecision | Application Status: Claim Submitted

1 Claim and Claimant Details | 2 Medical Details | 3 Vehicle Damage and Alternative vehicle provision | 4 Accident Details | 5 Other Party Details | 6 Liability

Date Of Birth: 01/01/2000 | Occupation: Insurance | Is this a child claim?: No | AskCUE PI Reference: ASKCUEPI12345

National Insurance Number (NIN): AB123456C | Vehicle registration number: TEST

If the claimant does not have a National Insurance number

Address

House Name: Linford Wood House | Number: 6-12 | Postcode: MK14 6XT





Street 1: Capital Drive | Street 2: | District: Linford Wood

Town/City: MILTON KEYNES | County: Buckinghamshire | Country: United Kingdom

REASSIGN | RE-ALLOCATE TO BRANCH | STATE FRAUD

EXIT PROCESS | CLAIM ACTIONS | CLAIM DECISION

To send the claim to another Organisation, click on 'Claims actions' and then 'Re-assign'

Claim ID 000000000381799	CR Reference number 0123456	Insurer Company Name MIB MSL 2 (COMP)	Comp reference number -	   
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Application: **RTA Process** Activity: **F_0_25_AcceptClaimDecision** Application Status: **Claim Submitted**

- 1 **Claim and Claimant Details**
- 2 Medical Details
- 3 Vehicle Damage and Alternative vehicle provision
- 4 Accident Details
- 5 Other Party Details
- 6 Liability

Date Of Birth 01/01/2000	Occupation Insurance	Is this a child claim? No	AskCUE PI Reference ASKCUEPI12345
National Insurance Number (NIN) AB123456C	Vehicle registration number TEST		

If the claimant does not have a National Insurance number, please enter it here:

Address ▾

House Name Linford Wood House	6-12	MK14 6XT
Street 1 Capital Drive	Street 2	District Linford Wood
Town/City MILTON KEYNES	County Buckinghamshire	Country United Kingdom

[EXIT PROCESS](#) [+ CLAIM ACTIONS](#) [CLAIM DECISION](#)

Reassign

Are you sure that you want to reassign the claim to another insurer?

[CANCEL](#) [CONFIRM](#)

Select 'Confirm'

Claim ID
000000000381799

CR Reference number
0123456

Insurer Company Name
MIB MSL 2 (COMP)

Comp reference number
-



Application: RTA Process Activity: F_10_21_ReassignClaimToInsurer Application Status: Claim Submitted

Assign to insurer

Insurer information

Selected Insurer Name *
MIB MSL 2 (COMP) (trXL12000)

SELECT INSURER

Search Insurer

Insurer Type
Insurer

Name
CRIF

SEARCH

MOTOR INSURER'S DATABASE

#	Insurer Name	Company Name	
1	CRIF Alternate COMP	CRIF Alternate COMP	SELECT
2	CRIF Helpdesk Comp	CRIF Helpdesk Comp	SELECT
3	CRIF HELPDESK Insurer	CRIF HELPDESK Insurer	SELECT
4	CRIF Insurer	CRIF Insurer	SELECT
5	Crif Insurer	Crif Insurer	SELECT
6	CRIF SW Compensator	CRIF SW Compensator	SELECT
7	CRIF2 SW Compensator	CRIF2 SW Compensator	SELECT

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Press 'Select insurer', then type the name of the insurer. The results will appear as above.

Claim ID
000000000381799

CR Reference number
0123456

Insurer Company Name
MIB MSL 2 (COMP)

Comp reference number

-



Application: **RTA Process** Activity: **F_10_21_ReassignClaimToInsurer** Application Status: **Claim Submitted**

Assign to insurer

Claim Information ▾

Claim ID
000000000381799

Insurer Information ▾

Insurer Information ▾

Selected Insurer Name *
CRIF Alternate COMP (CRIF_ALT_COMP)






SELECT INSURER


BACK

ASSIGN























Select the appropriate insurer and then press 'Assign'

Application 000000000381799

-  Application Info
-  Process History
-  Process Details
-  Attachments / Notes (0)
-  Printable Documents (2)

Application ID	000000000381799
Main Applicant	test, Test
Process	RTA Process
Application Status	Claim Submitted
Activity	F_0_25_AcceptClaimDecision 

Application Info

Application Owner	 trnathan_testCR  001	Indexed Fields	Worklist (Process)
Process Starter	 trnathan_testCR  001	GDPR Owner Surname	 COMP Branch Claim Dispatcher  001
Last Activity completed by	 trnathan_testcomp  001	GDPR AccidentData VRN	 COMP Branch Claim Handler  001
Start Date	Sep 10, 2024, 1:19:50 PM	GDPR Owner Name	 COMP Branch Claim Handler Team Leader  001
Pending Date	Sep 10, 2024, 3:47:15 PM	GDPR Owner PostCode	 COMP Claim Dispatcher  001
Dispatch Date	Sep 10, 2024, 3:47:15 PM	GDPR Insurer Response A2A Defendant Date Of Birth	 COMP Claim Dispatcher  002
Age of Application	2 hours, 27 minutes	GDPR Driver Surname	 COMP Claim Handler  001
Pending Period		GDPR OtherParty PostCode	 COMP Claim Handler  002
		GDPR OtherParty VRN	 COMP Claim Handler Team Leader  001

This will take you back the overview screen of the claim.

The screenshot displays the 'Worklist' search interface. On the left is a dark blue sidebar with navigation links: Home, My Worklist (highlighted), Search, and Users. The main content area is titled 'Worklist' and contains a 'Search Criteria' section. This section includes several filters: 'Business Process' (dropdown), 'Application Status' (dropdown), 'Current Activity' (dropdown), 'Pending Date' (two date pickers), and 'Lock Status' (radio buttons for 'Locked by me', 'Unlocked', and 'All'). A 'SEARCH' button is on the left and a 'RESET' button is on the right. Below the filters, it shows '0 records found' and a yellow message box stating 'No Applications were found with the selected Filters'.

The claim will no longer be visible in your worklist.

The screenshot displays the Claims Portal interface. On the left is a dark blue sidebar with navigation options: Home, Start new process, My Worklist, Search, and Users. The main content area has two tabs: 'Working on' (active) and 'Other Activities in your Worklist'. Below the 'Working on' tab, it states 'You are not working on any Activity'. The 'Notifications' tab is also visible. A table of notifications is shown with the following data:

	Date	Notification messages
1.	September 10, 2024	Claim 0000000000381799 re-assigned by MIB MSL 2 (COMP) to CRIF Alternate COMP.

At the bottom right of the notification list, there are two buttons: 'DELETE ALL NOTIFICATIONS' and 'VIEW ALL (1)'.

The Claimant Representative will receive a notification advising of the claim being re-assigned.