Category	Question	Response
Testing preperation	Where can I find the forms to request credentials and support?	Forms can be found here : https://www.claimsportal.org.uk/developer/rest-api-developers/
Testing preperation	Is it possible to have both CR and Comp credentials?	Yes, web credentials are provided for the other side depending on whether you are a CR / COMP and you can log in and perform actions
Testing preperation	Will previous versions be supported?	Only versions supported on the new API are v7 for RTA and v6 for ELPL. It is still possible to retieve details of the claim through the static call methods but you can't not move the claim. If you need to move the claim to aqnother phase you need to use
Testing preperation	With the current A2A, we have A2A Username, A2A Password, a UserAsID and Client ID...what of these fields can be "reused" with the new API?	Only information that can be reused is the old Client ID which is now the Software House Id. You will be provided with the Client Id and Client Secret for the API and this information is used to retrieve the Get Token. The Login as, you can continue to use the old Login as you are currently using in Integration together with the token.
Testing preperation	Is there a plan to support XML content instead of recreating as JSON?	No we don't permit XML, must be JSON
Testing preperation	Is it possible to test Bulk Transfer functionality in test through REST APIs?	Just the notificaiton as at the moment there currently isn't a functionality for the end user to move to another customer
Testing preperation	Are the changes you have made to the SOAP data documented	No we don't have a document that lists the changes made
Testing preperation	Is it possible to obtain credentials and documentation without being attached to a specific compensator or claimant representative.	No unless you have a customer, need to sign the User agreement first.
Testing preperation	Is the open api specification available?	API specifications are found on the Developers portal.

Testing preperation	Which curent SOAP message won't haven't an equivalent REST message?	1-1 correspondence at the moment, only funcationlity not present on the new REST API service is the GETCLAIM list, replaced by SEARCHCLAIM to retrieve the claims you need.
Testing preperation	Load testing, is this possible?	No load testing is permitted, CPL provide assurance that performance testing is done on the customer's behalf.
Testing preperation	Is the DP a sandbox enviromnent?	No but you can use the CPL Integration environment
Migration	Is it possible to dual run of REST and SOAP API in Integration ?	Integration you can run both SOAP and REST in Integration, however once you migrate you need to swtich to REST.
Migration	Can you roll back to SOAP if REST migration is not successful?	Yes, you can roll back to SOAP if you encounter issues with the migration and use your SOAP credentials.
Migration	When will you disable SOAP credentials after migration?	We will allow a 5 week period before disabling your SOAP credentials after you have migrated to REST.
Migration	What happens to claims in REST if you roll back to SOAP?	All claims / changes will be available when you roll back - only changes is the way you connect. Reminder to check that claims might time out if there is a long period before you roll back.
Migration	Do SWH need to migrate all their customers on the same day?	No SWH customers can migrate on different days.
Migration	We have more than one application that uses A2A. Will both applications need to migrate from the soap to rest endpoints at the same time, or will it	If they have different accounts then yes, but, if they are under the same account, it will need to be migrated at the same time
Migration	Are the REST and SOAP version similar in regards to the API calls and flow of the claim?	Yes the fields are the same. The naming convention are the same, however, there might be an _ or a - included. Workflow is exactly the same.
Migration	How are you handling migration with new claims added via soap. Are these automatically available via rest?	Yes all claims will still be available.

Migration	What is the REST API approach	Yes we intended to map as much as possible to the new API
Migration	What is the difference between Get claim status and Search claim status>	Get claim is to find out the status of a single claim and recommend to use when you move a claim to another phase.
Migration	How do we request weekend support?	Please email ClaimsPortal@mib.org.uk and we will coordinate with CRIF
Migration	What is the end date for support of the SOAP interface?	Jan-26
Security / Performance	Token - is there a plan to regularly rotate the secret or do we need to raise a request?	You receive the secret Id. If you need to request a new secret then you will can to request a new one.
Security / Performance	Any published expecation on performance?	Yes there is perfomance information on the website
Security / Performance	Regarding GetToken. Is it correct that we could use multiple valid tokens simultaneously, but you prefer us to call GetToken as little as possible?	Perform a GET token which lasts 1 hour, after 50 minutes request a new one and use immediately to avoid expired token errors.
Security / Performance	Will token retrieval be monitored? If multiple tokens can be in play at the same time how can we be assured there has been no compromisation	Yes, Get Token usage will be monitored
Security / Performance	Is there a throttle monitor in the new API?	No throttle but we do monitor it
Enhancements	Is it possible to have a ping endpoint for REST?	We are reviewing this internally and will provide more information if we decide to go ahead.
Enhancements	Will you be putting together a roadmap of works?	Yes we will create a roadmap of a program of work

Enhancements	Why do printable documents not have a version control?	Printable documents are not updated with a new version and can be overwritten, we are looking enhancing this to include last update date of doc. So you can check to see if a document has been updated.
Change freeze	Are there any plans to change anything with the API in the coming couple of months? If yes, will this cause a new release?	Change freeze in 2025, other than regulatory changes.
BAU	How can you retrieve the most up to date phase of a claim? Optimal calling strategy?	Use search claim initial, search claim changes when it moves from for example from the CR to the Compensator. If the Search claim results are exactly the same it's unlikely that there has been a change. When looking at Printable documents for