

SECTION 1.1 Portal Availability

The core service hours of the Claims Portal are:

Monday – Friday (Excluding Bank Holidays): 7am – 7pm
 Saturday: 8am – 2pm

Note: The Claims Portal is available outside of these core hours but service is not guaranteed or supported.

Service Level Agreement

| | | |
|-----------------|--------------|--------------|
| Platinum | 99% or above | Green |
| Gold | Below 99% | Green |
| Silver | Below 97.5% | Amber |
| Bronze | Below 94% | Red |

Performance

| | | |
|------------------|-------|--------------|
| Jan 2017 | 99.7% | Green |
| Feb 2017 | 100% | Green |
| Mar 2017 | 100% | Green |
| Apr 2017 | 100% | Green |
| May 2017 | 99.8% | Green |
| June 2017 | 99.8% | Green |
| July 2017 | 100% | Green |
| Aug 2017 | 100% | Green |
| Sept 2017 | 100% | Green |
| Oct 2017 | 100% | Green |
| Nov 2017 | 100% | Green |
| Dec 2017 | 99.9% | Green |

SECTION 1.2 Portal Performance / Response Time

Claims Portal response times do not take into account the time taken to transmit the response over the internet

Service Level Agreement

| | | |
|-----------------|---|--------------|
| Platinum | Less than or equal to 3.0 seconds in 95% of tests | Green |
| Gold | Less than 4.0 seconds in 95% of tests | Green |
| Silver | Less than or equal to 5.0 seconds in 95% of tests | Amber |
| Bronze | Longer than 5.0 seconds in 95% of tests | Red |

Performance

| | | |
|------------------|-------|--------------|
| Jan 2017 | 97.7% | Green |
| Feb 2017 | 98.2% | Green |
| Mar 2017 | 97.5% | Green |
| Apr 2017 | 98.4% | Green |
| May 2017 | 98.7% | Green |
| June 2017 | 98.3% | Green |
| July 2017 | 98.1% | Green |
| Aug 2017 | 98.8% | Green |
| Sept 2017 | 98.7% | Green |
| Oct 2017 | 100% | Green |
| Nov 2017 | 99.9% | Green |
| Dec 2017 | 100% | Green |

| | | |
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| | | |
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| SECTION 1.3 Number of Registered Organisations | |
|---|-------|
| Organisation Type | |
| Claimant Representative | 4,444 |
| Insurer / Compensator (including TPA's acting on behalf of Insurer / Compensator) | 803 |
| Total: | 5,247 |

| SECTION 1.4 Number of Users | |
|------------------------------------|--------|
| Organisation Type | |
| Claimant Representative | 38,928 |
| Insurer / Compensator | 27,188 |
| Total: | 66,116 |