

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

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
Jan 2018	100%	Green
Feb 2018	100%	Green
Mar 2018	99.9%	Green
Apr 2018	100%	Green
May 2018	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

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
Jan 2018	100%	Green
Feb 2018	100%	Green
Mar 2018	100%	Green
Apr 2018	100%	Green
May 2018	99.7%	Green

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SECTION 1.3 Number of Registered Organisations	
Organisation Type	
Claimant Representative	4,513
Insurer / Compensator (including TPA's acting on behalf of Insurer / Compensator)	811
Total:	5,324

SECTION 1.4 Number of Users	
Organisation Type	
Claimant Representative	39,911
Insurer / Compensator	27,976
Total:	67,887