

**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**

<b>Platinum</b>	99% or above	<b>Green</b>
<b>Gold</b>	Below 99%	<b>Green</b>
<b>Silver</b>	Below 97.5%	<b>Amber</b>
<b>Bronze</b>	Below 94%	<b>Red</b>

**Performance**

<b>Oct 2017</b>	100%	<b>Green</b>
<b>Nov 2017</b>	100%	<b>Green</b>
<b>Dec 2017</b>	99.9%	<b>Green</b>
<b>Jan 2018</b>	100%	<b>Green</b>
<b>Feb 2018</b>	100%	<b>Green</b>
<b>Mar 2018</b>	99.9%	<b>Green</b>
<b>Apr 2018</b>	100%	<b>Green</b>
<b>May 2018</b>	99.9%	<b>Green</b>
<b>June 2018</b>	99.9%	<b>Green</b>
<b>July 2018</b>	99.9%	<b>Green</b>
<b>August 2018</b>	99.9%	<b>Green</b>
<b>September 2018</b>	100%	<b>Green</b>

**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**

<b>Platinum</b>	Less than or equal to 3.0 seconds in 95% of tests	<b>Green</b>
<b>Gold</b>	Less than 4.0 seconds in 95% of tests	<b>Green</b>
<b>Silver</b>	Less than or equal to 5.0 seconds in 95% of tests	<b>Amber</b>
<b>Bronze</b>	Longer than 5.0 seconds in 95% of tests	<b>Red</b>

**Performance**

<b>Oct 2017</b>	100%	<b>Green</b>
<b>Nov 2017</b>	99.9%	<b>Green</b>
<b>Dec 2017</b>	100%	<b>Green</b>
<b>Jan 2018</b>	100%	<b>Green</b>
<b>Feb 2018</b>	100%	<b>Green</b>
<b>Mar 2018</b>	100%	<b>Green</b>
<b>Apr 2018</b>	100%	<b>Green</b>
<b>May 2018</b>	99.7%	<b>Green</b>
<b>June 2018</b>	100%	<b>Green</b>
<b>July 2018</b>	99.8%	<b>Green</b>
<b>August 2018</b>	99.8%	<b>Green</b>
<b>September 2018</b>	99.9%	<b>Green</b>

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<b>SECTION 1.3 Number of Registered Organisations</b>	
<b>Organisation Type</b>	
<b>Claimant Representative</b>	5,380
<b>Insurer / Compensator</b> (including TPA's acting on behalf of Insurer / Compensator)	815
<b>Total:</b>	6,195

<b>SECTION 1.4 Number of Users</b>	
<b>Organisation Type</b>	
<b>Claimant Representative</b>	40,837
<b>Insurer / Compensator</b>	28,412
<b>Total:</b>	69,249