

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

November 2019	99.8%	Green
December 2019	99.9%	Green
February 2020	99.9%	Green
March 2020	99.9%	Green
April 2020	99.9%	Green
May 2020	99.1%	Green
June 2020	98.6%	Green
July 2020	99.9%	Green
August 2020	99.9%	Green
September 2020	99.9%	Green
October 2020	99.9%	Green
November 2020	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

November 2019	98.8%	Green
December 2019	99.9%	Green
February 2020	100.0%	Green
March 2020	99.9%	Green
April 2020	99.9%	Green
May 2020	100.0%	Green
June 2020	99.9%	Green
July 2020	100%	Green
August 2020	100%	Green
September 2020	100%	Green
October 2020	100%	Green
November 2020	100%	Green

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SECTION 1.3 Number of Registered Organisations	
Organisation Type	
Claimant Representative	4,838
Insurer / Compensator (including TPA's acting on behalf of Insurer / Compensator)	854
Total:	5,692

SECTION 1.4 Number of Users	
Organisation Type	
Claimant Representative	29,501
Insurer / Compensator	21,164
Total:	50,665