

**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>March 2020</b>	99.9%	<b>Green</b>
<b>April 2020</b>	99.9%	<b>Green</b>
<b>May 2020</b>	99.1%	<b>Green</b>
<b>June 2020</b>	98.6%	<b>Green</b>
<b>July 2020</b>	99.9%	<b>Green</b>
<b>August 2020</b>	99.9%	<b>Green</b>
<b>September 2020</b>	99.9%	<b>Green</b>
<b>October 2020</b>	99.9%	<b>Green</b>
<b>November 2020</b>	99.9%	<b>Green</b>
<b>December 2020</b>	99.7%	<b>Green</b>
<b>January 2021</b>	99.9%	<b>Green</b>
<b>February 2021</b>	99.9%	<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>March 2020</b>	99.9%	<b>Green</b>
<b>April 2020</b>	99.9%	<b>Green</b>
<b>May 2020</b>	100.0%	<b>Green</b>
<b>June 2020</b>	99.9%	<b>Green</b>
<b>July 2020</b>	100%	<b>Green</b>
<b>August 2020</b>	100%	<b>Green</b>
<b>September 2020</b>	100%	<b>Green</b>
<b>October 2020</b>	100%	<b>Green</b>
<b>November 2020</b>	100%	<b>Green</b>
<b>December 2020</b>	99.9%	<b>Green</b>
<b>January 2021</b>	100%	<b>Green</b>
<b>February 2021</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>	4,883
<b>Insurer / Compensator</b> (including TPA's acting on behalf of Insurer / Compensator)	854
<b>Total:</b>	<b>5,737</b>

<b>SECTION 1.4 Number of Users</b>	
<b>Organisation Type</b>	
<b>Claimant Representative</b>	29,600
<b>Insurer / Compensator</b>	21,349
<b>Total:</b>	<b>50,949</b>