

USER GUIDE

Claims Transfer Process

User guide for Compensators

16th September 2026

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Creating the Claims Transfer Administrator profile in seven steps

Only add this profile if you need to transfer claims

Assign the role from the user's profile, then save the record.

1

Sign in

Use your Administrator profile.

2

Select Users

Select Users from the left side menu.

3

Search

Click Search to display users.

4

Select the user

Choose the profile to update.

5

Edit the profile

Click Edit.

6

Enable the role

Select Claims Transfer Administrator.

7

Save

Click Save to apply the changes.

Important: The **Claims Transfer Administrator** profile cannot be combined with any **Dispatcher, Handler or Team Leader** profiles. Claims Transfer Administrators require visibility of **all claims**, whereas Dispatcher, Handler and Team Leader profiles have restricted claim visibility. Users who need to perform Claim Handler or Team Leader duties must switch to the relevant profile when required.

STEP 6 • ENABLE THE ROLE

The screenshot shows the 'User Detail' form for a user named 'CRIFCM'. The 'Portal Type' is set to 'Web'. The 'Branch' is 'Branch 1 crif COMP'. Under the 'Profiles' section, the following roles are listed with checkboxes:

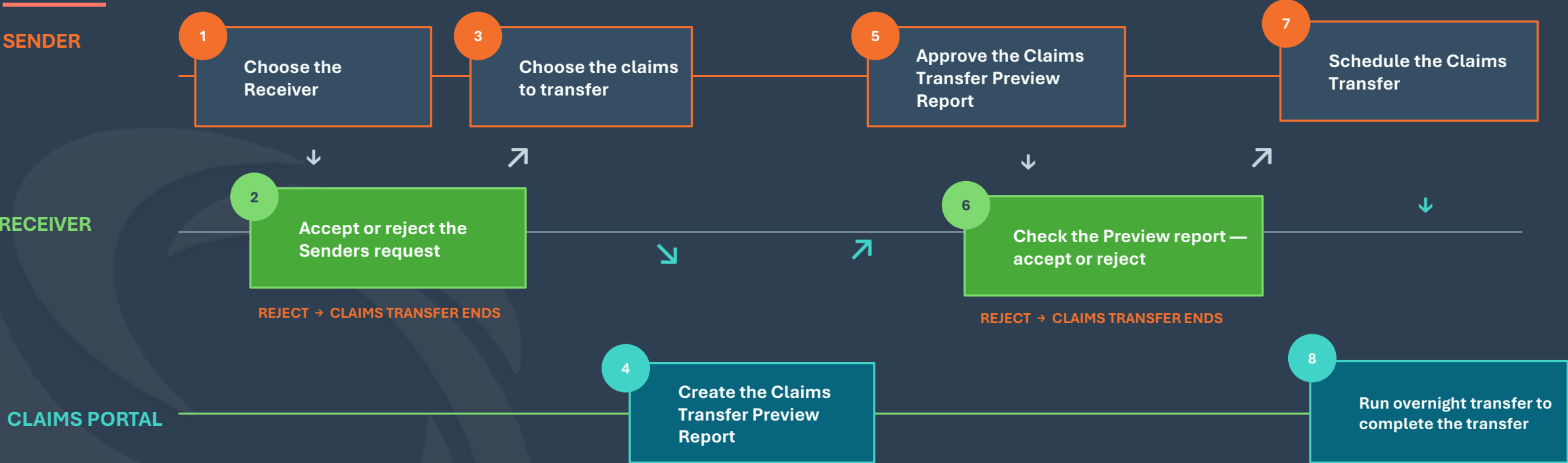
- ☒ COMP Administrator
- ☒ COMP Claim Dispatcher
- ☐ COMP ELPL Claim Dispatcher
- ☐ COMP RTA Claim Dispatcher
- ☒ COMP Branch Claim Dispatcher
- ☐ COMP RTA Branch Claim Dispatcher
- ☐ COMP ELPL Branch Claim Dispatcher
- ☒ COMP Branch Claim Handler
- ☐ COMP RTA Branch Claim Handler
- ☐ COMP ELPL Branch Claim Handler
- ☒ COMP Claim Handler
- ☐ COMP RTA Claim Handler
- ☐ COMP ELPL Claim Handler
- ☒ COMP Claim Handler Team Leader
- ☐ COMP RTA Claim Handler Team Leader
- ☐ COMP ELPL Claim Handler Team Leader
- ☐ ADVANCED USER Delete Claims
- ☐ Search Archived Claims User
- ☒ Claims Transfer Administrator

The 'Claims Transfer Administrator' role is highlighted with a red box.

Starting Your New Claims Transfer

Claims Transfer Process

ONLY ONE CLAIMS TRANSFER CAN BE PROCESSED AT A TIME



The Sender and Receivers must keep in regular contact to ensure a smooth transition until the Claims Transfer is complete.

Starting Your New Claims Transfer

Setting up the Claims Transfer and choosing the Receiver.

1

Sign in

Select **Claims Transfer** from the left-hand navigation menu.

2

Select New Claims Transfer

Note: This option is only available to users with the Claims Transfer Administrator Profile.

3

Search For Organisation

You can search under Organisation ID, Name, Regulatory ID and ICO Number. Click Search.

4

Select the Receiver

Tick the check box of the Organisation you wish to complete the Claims Transfer with.

5

Confirmation

Check all details for the Receiver are correct. Once happy tick the confirmation check box and submit. The Receiver will receive an email to confirm this request

6

Cancel Claims Transfer

It is possible to cancel the Claims Transfer at this stage provided execution has not started. Cancellation after the execution status is also possible

In request Status, find the Claims Transfer Job ID and click select. Click on the Cancel Claims Transfer button. NOTE: You will not be able to reinstate this request.

SEARCH FOR THE RECEIVER

Claims Transfer Preview Request

Search Receiver Organisation ▾

Process type

ANY ▾

Organisation ID

CRIF_ALT_COMP

Name

Regulatory ID

ICO Number

SEARCH

The Claims Transfer request is now with the Receiver; their Claims Transfers Administrators will be notified of this request via email. **Please communicate regularly with the Receiver until the completion on your Claims Transfer.**

Start a New Claims Transfer

Find, verify and confirm the receiving organisation.

1 Start a new claims transfer

Claims Transfer

START NEW CLAIMS TRANSFER

2 Enter the receiver ID and search

Claims Transfer Preview Request

Search Receiver Organisation ▾

Process type
ANY ▾

Organisation ID
CRIF_ALT_COMP

Name

Regulatory ID

ICO Number

SEARCH

3 Select the receiver and submit

Results ▾

	ID	Name
☒	CRIF_ALT_COMP	CRIF Alternate COMP

Confirmation ▾

Receiver: CRIF Alternate COMP (CRIF_ALT_COMP)

☒ confirm that I have checked the receiver organisation information and I agree that this is the organisation to which I want to send the Claims Transfer request.

SUBMIT **BACK**

4 Confirm and send the request

Confirm

You are about to send a Claims Transfer Preview request to CRIF Alternate COMP.
Are you sure you want to proceed?

NO **YES**

Accepting a Claims Transfer Preview Request

Upon email notification of receiving a Claims Transfer Request.

Accepting the Claims Transfer Request.

Claims Transfer Preview Request ▾

Claims Transfer Job ID	35
Job Creation Time	15/10/2026 09:35
Sender Organisation Name	CRIF Insurer
Sender Organisation ID	CRIFCM
Receiver Organisation Name	CRIF Alternate COMP
Receiver Organisation ID	CRIF_ALT_COMP
Claims Transfer Status	Preview Request Created

Approve ▾

Please select the branch and user that will receive the claims if the Claims Transfer proceeds.

Branch *

Bologna (001) ▾

User ID *

One User (TestComp1) ▾

☒ I confirm that I approve the Claims Transfer Preview request and that this action will proceed with the Preview.

APPROVE PREVIEW REQUEST

1

Sign in

Select Claims Transfer from the left-hand navigation menu.

Note: This option is only available to users with the Claims Transfer Administrator Profile.

2

Select Claims Transfer

Under Request Status, click **SELECT** on the Claims Transfer you are to work on

3

Claims Transfer Preview Report - Approve

Check the Sender details are correct. Choose the Branch and User ID for where the claims will land. If there is no User ID in the drop down, you will need to create a Claims Handler or Team Leader profile. Tick the check box and Approve Preview Request

4

Cancel Claims Transfer

You will only be able to cancel the Transfer Request until the Sender request the preview Report. Once the Status reaches “Preview Scheduled” you would not be able to cancel until you receive the Preview Report upon execution

The Claims Transfer request is now back with the Sender; their Claims Transfers Administrators will be notified of the Claims Transfer Preview Report Approval via email, and their next step is to choose which claims they wish to transfer, then submit this request for Claims Portal to create a “Preview Report”.

Please communicate regularly with the Sender until the completion on your Claims Transfer.

Rejecting a Claims Transfer Preview Report Request

Upon email notification of receiving a Claims Transfer Request.

- 1

Sign in

Select Claims Transfer from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.
- 2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on
- 3

Claims Transfer Preview Report - Reject

Check the Sender details are correct. If they are not, or for other reasons please click I confirm that I reject this Claim Preview Request. Enter the reason for rejection, tick the check box and press the Reject button

- 4

Rejection outcome

You will not be able to reinstate this request once rejected. The Sender will receive notification via email of the rejection.

Rejecting the Claims Transfer Request.

Claims Transfer Preview Request

Claims Transfer Job ID35

Job Creation Time15/10/2026 09:35

Sender Organisation NameCRIF Insurer

Sender Organisation IDCRIFCM

Receiver Organisation NameCRIF Alternate COMP

Receiver Organisation IDCRIF_ALT_COMP

Claims Transfer StatusPreview Request Created

Reject

Reject Reason *

Enter rejection reason here

27 / 500

☒

I confirm that I reject this Claims Transfer Preview request.

REJECT PREVIEW REQUEST

BACK

All Claims Transfer & Creating the Claims Transfer Preview Report

Upon email notification of Claims Transfer Approval from Receiver.

1

Sign in

Select **Claims Transfer** from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.

2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on and then click Select Claims For Preview

3

Transfer - All Claims

On the top left move the Toggle button to select Transfer All Claims. The drop-down menu allows you to select "All" claims (This will be all active claims for the Organisation) to be transferred, Click Submit preview then click Yes

Cancel Claims Transfer

It is still possible to cancel the Claims Transfer from this stage up until the Claims Transfer Scheduled stage. In request Status, find the Claims Transfer Job ID and click select. Click on the Cancel Claims Transfer button. You will not be able to reinstate this request.

Once Submitted, the Claims Transfer request will be with Claims Portal to complete a Claims Transfer Preview Report. The Claims Transfer Preview Report will detail all active claims in your request. You cannot cancel the request while the Transfer Preview Report is running

Selecting Claims for preview - All Claims Transfer

Claims Transfer Simulation – Claim Selection

#13 — CBIE Claimant Representative → Test Organisation Name

☒ Transfer All Claims

Branch
(All) ▼

SUBMIT SIMULATION **BACK**

Claims Transfer Preview – Claim Selection

#35 — CRIF Insurer → CRIF Alternate COMP

☒ Transfer All Claims

Branch
(All) ▼

SUBMIT PREVIEW **BACK**

Schedule Preview

You have selected all eligible claims.
Are you sure you want to schedule the Preview?

X NO **✓ YES**

Branch Transfer & Creating the Claims Transfer Preview Report

Upon email notification of Claims Transfer Approval from Receiver.

Selecting Transfer Claims for Preview - Branch Transfer.

1

Sign in

Select **Claims Transfer** from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.

2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on and then click Select Claims For Preview

3

Transfer – Branch Transfer

On the top left move the Toggle button to select All Claims. Use the drop-down menu to choose the claims under the Branch you wish to transfer. (This will be all active claims for the Branch) to be transferred, Click Submit preview then click Yes

Cancel Claims Transfer

It is still possible to cancel the Claims Transfer from this stage up until the Claims Transfer Scheduled stage. In request Status, find the Claims Transfer Job ID and click select. Click on the Cancel Claims Transfer button. You will not be able to reinstate this request.

Once Submitted, the Claims Transfer request will be with Claims Portal to complete a Claims Transfer Preview Report. The Claims Transfer Preview Report will detail all active claims in your request. You cannot cancel the request while Transfer Preview Report is running

3.1

Claims Transfer Preview – Claim Selection

#35 — CRIF Insurer → CRIF Alternate COMP

☒ Transfer All Claims

Branch (All) ▼

SUBMIT PREVIEW BACK

3.2

Claims Transfer Preview – Claim Selection

#35 — CRIF Insurer → CRIF Alternate COMP

☒ Transfer All Claims

Branch Test (005) ▼

(All)

Test (005)

Branch 4 crif COMP (004)

BACK

3.4

Schedule Preview

You have selected all eligible claims.

Are you sure you want to schedule the Preview?

NO YES

3.3

Claims Transfer Preview – Claim Selection

#35 — CRIF Insurer → CRIF Alternate COMP

☒ Transfer All Claims

Branch Test (005) ▼

SUBMIT PREVIEW BACK

Filtering Claims to Transfer & Creating the Claims Transfer Preview Report

Upon email notification of Claims Transfer Approval from Receiver.

1 Sign in
Select **Claims Transfer** from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.

2 Select Claims Transfer
Click Select on the Claims Transfer you are to work on and then click Select Claims For Preview

3 Transfer – Filtering Claims
Use the Search Criteria to find the Claims you wish to transfer. There are many fields where you can Search for claims to transfer. This search should mainly be used when you wish to transfer a low number of claims.

If you wish to transfer a high number of claims it is advised to search using the more advanced search function which will populate once you click **SEARCH**

4 Select Claims to Transfer
Click the tick box for claims you wish to transfer. Please note if you use the top search function you will only be able to select claims within that search, a new search will reset the original search criteria

5 Cancel Claims Transfer
It is still possible to cancel the Claims Transfer from this stage up until the Claims Transfer Scheduled stage. In request Status, find the Claims Transfer Job ID and click select. Click on the Cancel Claims Transfer button. You will not be able to reinstate this request.

Search Criteria

Application ID

Application Owner: User

Q

Business Process

SEARCH

Selecting Claims for Preview – Filtering Claims

Search Criteria

Application ID

12345

Application Owner: User

Q

Business Process

EL/PL Process

RTA Process

Main Applicant

Application Owner: Organization

/CRIFCM

Q

Phase

Application Start Date

2025-01-01

2026-01-01

Process Status

Start

Freeze

End

Fail

Cancel

X

Current Activity

Once Submitted, the Claims Transfer request will be with Claims Portal to complete a Claims Transfer Preview Report. The Claims Transfer Preview Report will detail all active claims in your request. You cannot cancel the request while the Transfer Preview Report is running

Claims Transfer Preview Report Complete – Approving or Rejecting

Upon email notification of Claims Transfer Claims Transfer Preview Report complete.

1

Sign in

Select Claims Transfer from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.

2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on

3

Download Preview Report

Click the Download Preview Report button. Check the report to make sure you are happy to proceed in transferring these Claims to the Receiver.

4

Approve and Send

If you are happy to proceed, tick the check box and click the Send Claims Transfer Preview Report

5

Reject and Cancel

If you are NOT happy to proceed, tick the check box under Reject Preview and enter the rejection reason. Next click the Reject Claims Preview Report.

You will not be able to reinstate this request

6

It is still possible to cancel the Claims Transfer while reviewing the report and after sending the report to Receiver, up until the Receiver accepts the report.

To Cancel, In request Status, find the Claims Transfer Job ID and click select. Click on the Cancel Claims Transfer button.

You will not be able to reinstate this request.

Accepting or Rejecting the Claims Transfer Preview Report.

Preview Approval – Sender

Claims Transfer Job ID	35
Job Creation Time	15/10/2026 09:35
Sender Organisation Name	CRIF Insurer
Sender Organisation ID	CRIFCM
Receiver Organisation Name	CRIF Alternate COMP
Receiver Organisation ID	CRIF_ALT_COMP
Claims Transfer Status	Preview Completed

DOWNLOAD PREVIEW REPORT

Approve and Send

☒ I confirm that I have checked the Preview Report and I agree that this is the report I wish to send.

SEND PREVIEW REPORT

Reject Preview

☒ I confirm that I have checked the Preview Report and I do not wish to send it.

Reject Reason *

Enter rejection reason here

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REJECT PREVIEW REPORT

BACK

Accepting or Rejecting the Claims Transfer Claims Transfer Preview Report

Upon email notification of Claims Transfer Claims Transfer Preview Report complete.

Accepting or Rejecting the Claims Transfer Preview Report.

Preview Approval – Receiver ▾

Claims Transfer Job ID	35
Job Creation Time	15/10/2026 09:35
Sender Organisation Name	CRIF Insurer
Sender Organisation ID	CRIFCM
Receiver Organisation Name	CRIF Alternate COMP
Receiver Organisation ID	CRIF_ALT_COMP
Claims Transfer Status	Preview Approved By Sender

DOWNLOAD PREVIEW REPORT

Approve and Send ▾

☒ I confirm that I have checked the Preview Report and I agree that this is the report I wish to send.

SEND PREVIEW REPORT

Reject Preview ▾

☒ I confirm that I have checked the Preview Report and I do not wish to send it.

Reject Reason *

Enter rejection reason here

27 / 500

REJECT PREVIEW REPORT

BACK

1

Sign in

Select Claims Transfer from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.

2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on

3

Download Preview Report

Click the Download Preview Report button. Check the report to make sure you are happy to proceed in receiving these Claims from the Sender.

4

Accept Claims Transfer Preview Report

If you are happy to proceed, tick the check box and click the Send Claims Transfer Preview Report

5

Reject and Cancel

It is not possible for the Receiving Organisation to cancel the Claims Transfer at this stage. **Please speak with the Sender if you wish to cancel the request. The Sender can cancel the request before the Claims Transfer reaches the Claims Transfer Running Stage**

6

The Claims Transfer request is now with the Sender. Their next step is to schedule the Claims Transfer. Claims Portal will then execute the transfer once scheduled.

Cancellation of the transfer cannot happen at the “Claims Transfer Running” Stage

Schedule Claims Transfer request

Upon email notification of the Claims Transfer Report complete.

- 1

Sign in

Select **Claims Transfer** from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.
- 2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on
- 3

Download Preview Report

Click the Download Claims Transfer Preview Report button. Check the report to make sure you are happy to proceed in transferring these Claims to the Receiver.
- 4

Schedule Claims Transfer

If you are happy to proceed, tick the check box and click Schedule Claims Transfer
- 5

Stop Claims Transfer

If you are NOT happy to proceed, tick the check box, enter the stop reason then click the” Stop Claims Transfer”.

You will not be able to reinstate this request
- 6

The Claims Transfer will now sit in the “Claims Transfer Scheduled” state. You can cancel the Claims Transfer while in this status. Once the status is showing as “Claims Transfer Running” you will no longer be able to cancel the request

Schedule your Claims Transfer

Claims Transfer Scheduling Request ▾

Claims Transfer Job ID	35
Job Creation Time	15/10/2026 09:35
Sender Organisation Name	CRIF Insurer
Sender Organisation ID	CRIFCM
Receiver Organisation Name	CRIF Alternate COMP
Receiver Organisation ID	CRIF_ALT_COMP
Claims Transfer Status	Preview Approved By Receiver

DOWNLOAD PREVIEW REPORT

Schedule Claims Transfer ▾

☒ I confirm that I want to schedule the Claims Transfer. I understand that this action cannot be undone and that the Claims Transfer will be processed in the next available run.

SCHEDULE CLAIMS TRANSFER

Claims Transfer Status

Claims Transfer Scheduled

Stop your Claims Transfer

Stop Claims Transfer ▾

☒ I confirm that I want to stop the Claims Transfer. I understand that this action cannot be undone and the entire process must be started again from the beginning.

Stop Reason ▾

Enter reason here

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STOP CLAIMS TRANSFER

BACK

Claims Transfer Completed

Upon email notification of Claims Transfer Claims Transfer Report complete.

- 1

Sign in

Select **Claims Transfer** from the left-hand navigation menu. Note: This option is only available to users with the Claims Transfer Administrator Profile.
- 2

Select Claims Transfer

Click Select on the Claims Transfer you are to work on
- 3

Download Result

Click the Download Result button. The report will show all claims that have been transferred.

Claims Transfer Complete

Claims Transfer Status

Claims Transfer Completed

Claims Transfer End

Claims Transfer Job ID35

Job Creation Time15/10/2026 09:35

Sender Organisation NameCRIF Insurer

Sender Organisation IDCRIFCM

Receiver Organisation NameCRIF Alternate COMP

Receiver Organisation IDCRIF_ALT_COMP

Claims Transfer StatusClaims Transfer Completed

DOWNLOAD RESULT

BACK

Claims Transfer Completed

Upon email notification of Claims Transfer Claims Transfer Preview Report complete.

Claims Transfer Complete – Search results

1 Search Transferred Claims
The Receiver can search for the transferred claims using the search function on the left-hand navigation bar. Search by using the fields.

Clicking the Application ID will show you the information related to the claim and that the claim has been transferred

CLAIMSPORTAL

Home

My Worklist

Search

Users

Claims Transfer

Q Search: Online

Search Criteria

Application ID

14847

Application Owner: User

Business Process

SEARCH

Indexed Fields

CR Reference Number	3453434
CM Reference Number	InsurerResponseA2A DefendantsInsurer Ref1234567890
Sent Date	Sep 28, 2026
Claim Type	Employers' Liability (Accident)
[Transferred]	YES
[History]	This claim has been transferred from CRIFCM to CRIF_ALT_COMP on 29/09/2026
[BranchOrgPath]	/CRIF_ALT_COMP/001
[InsurerID]	CRIF_ALT_COMP
[RepresentativeID]	CRIF_ALT_CR
[InsurerBranchID]	001
GDPR Claimant Name	ClaName
GDPR Claimant Surname	ClaSurname
GDPR Claimant DateOfBirth	Jul 2, 1958
GDPR Claimant PostCode	CLA_PC
GDPR Claimant NIN	AA000000A

1 records found

Application ID	Claim Type	Claim Transfer	CR Ref. Number	Comp Ref. Number	Claimant Name	Activity Name	Application Status	Allocated CR User	Allocated COMP User	Sent Date	Start Date	Dispatch Date	Locked by	Status
000000000014847	EL/PL Process version 8.7	YES	3453434	InsurerResponseA2A DefendantsInsurer Ref1234567890	ClaSurname, ClaName, ClaMName	Stage 2 Settlement pack response	Stage 2 Settlement Pack decision			Sep 28, 2026	Sep 29, 2026 (17 days)	Sep 29, 2026		(4)

Key Points & Important Information

PROFILE SEPARATION

The Claims Transfer Administrator profile cannot be combined with Dispatcher, Handler or Leader profiles. Claims Transfer Administrators require visibility of all claims. Users who also perform Dispatcher, Handler or Team Leader duties must switch to the appropriate profile when required.

ACCESS & COORDINATION

- Only users with a Claims Transfer Administrator profile can access and manage Claims Transfers.
- Only one Claims Transfer per Organisation can be in progress at any one time.
- The Sender and Receiver should communicate throughout the entire process to ensure a smooth transfer.
- Always verify the Receiver before submitting a transfer request.

CONTROL & COMPLETION

- Both organisations must review and approve the Claims Transfer Preview Report before the transfer can proceed.
- Check the Claims Transfer Preview Report carefully to ensure only the intended claims are included.
- The Sender controls the final scheduling of the transfer.
- Claims Transfers run overnight and may take 1 to 3 days to complete.
- Email notifications to update the progress are sent throughout the approval and completion stages.

! Once a transfer is completed, transferred claims will be available within the Receivers Organisation.

Definitions Guide

PEOPLE & ORGANISATIONS

SENDER

The organisation starting the transfer. It chooses the Receiver and claims, checks the Claims Transfer Preview Report and schedules the final transfer. Also known as Originator or Source

RECEIVER

The organisation receiving the claims. It accepts or rejects the request, chooses where claims will land and checks the Claims Transfer Preview Report. Also known as Recipient or Destination

CLAIMS TRANSFER ADMINISTRATOR

The portal role that can access and manage Claims Transfers. It has visibility of all claims and cannot be combined with Dispatcher, Handler or Team Leader profiles.

CLAIMS PORTAL

The service that creates the Claims Transfer Preview Report and completes the scheduled transfer overnight.

PROCESS & STATUS TERMS

CLAIMS TRANSFER

The controlled movement of active claims from a Sender to a Receiver. Only one can be in progress per organisation.

CLAIMS TRANSFER PREVIEW REPORT REQUEST

The proposed transfer sent to the Receiver for acceptance or rejection before the report is created.

CLAIMS TRANSFER PREVIEW REPORT

A check-before-transfer report showing the active claims intended to move. Both organisations review and approve it before scheduling.

JOB ID & Claims Transfer STATUS

The Job ID identifies the request. “Claims Transfer Scheduled” means it is queued and can still be stopped; “Claims Transfer Running” means the transfer has started and cannot be cancelled.

Remember: the "Sender" sends and schedules; the "Receiver" receives and accepts.