

2 March

OFFICIAL
INJURY
CLAIM

Pre-launch professional MIB webinar

Welcome

Agenda

- 10am Introduction
Dominic Clayden, CEO, MIB

Countdown to Launch

- 10.10am: Communications for professionals and update on final build and delivery
Martin Saunders, Head of Service, Official Injury Claim
- 10.40am: Q&A
- 11.00am: Close

Housekeeping:

- Please go to Slido.com to ask questions. Use code **#W489** to join
- We will be recording presentations so they can be shared afterwards
- Please complete the feedback survey that we will post in Slido at the end of the event.

MIB – our role and remit

- **Build, delivery and operation:** we are responsible for the build and delivery and post launch operation of Official Injury Claim.
- **Impartial:** as the Ministry of Justice's neutral build partner MIB must remain impartial on policy. Therefore we never comment on policy or policy decisions. Any questions on policy can only be answered by the Ministry of Justice.
- **Supporting MoJ's launch:** on the run up to launch, MIB is working to ensure professionals have the information they need to prepare and we are working with MoJ to support their public launch campaign.

Achievements

What have we achieved so far?

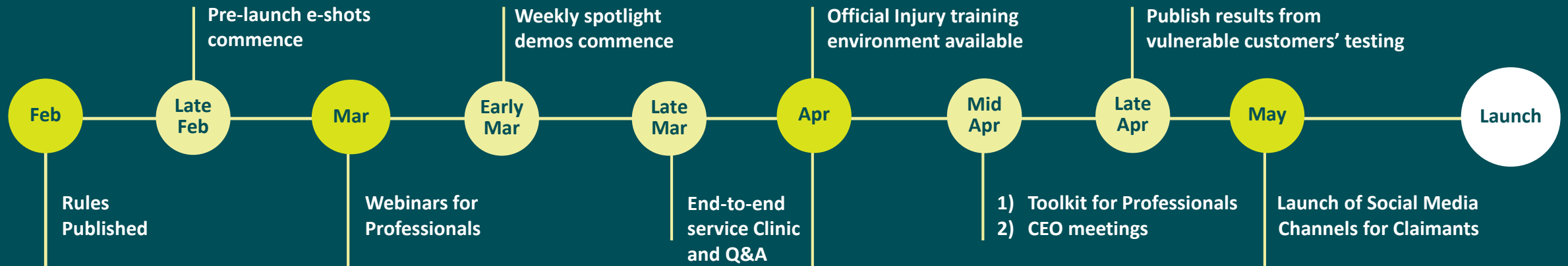
- | Built the end-to-end customer journey **98%** complete
- | Presented demos to **1,250+** claims professionals at MoJ-MIB seminar events
- | **61,000+** hours of development effort across **34** development sprints
- | Tested with **112** customers and a further **100+** for brand tests
- | **2** phases of consumer testing with the 3rd planned in Q2 2021
- | **6** lead reps and trainers for contact centre recruited with a total of 30 in place for launch
- | **369** organisations registered

Update on Communications and final build and delivery



Leading up to launch – communications for professionals

Timeline



February

- 26 Feb: Rules published
- E-shot: Run up to launch comms
- E-shot: MIB webinar invite
- 19 Feb: API build dates published
- 25/ 26 Feb: Defect surgeries

March

- 2 Mar: MIB webinar
- wc 8 Mar: MoJ webinars
- E-shot – Spotlight demos
 - wc 1 Mar: Registration
 - wc 8 Mar: TPA Set Up
 - wc 15 Mar: NVC
 - wc 24 Mar: Medical Instr., Tariffs,
 - wc 29 Mar: Exit points & Court forms
- 30 /31 Mar: End-to-end service Clinic / Q&A

April

- wc 5 Apr: **Portal training environment** available to pre-registered 3rd parties
- wc 12 Apr: **Signposting toolkit** published
- wc 26 Apr: Results from **vulnerability testing** published

May

- wc 3 May: Service launch comms
- wc 3 May: **Launch of Social Media** channels for Claimants
- wc 10 May: E-shot - **Count down to launch** checklist
- wc 17 May: Various e-shots in the lead up to launch
- 31 May: Service launch
- June: Post Launch Q&A

Tariff

The left screenshot shows the 'OFFICIAL INJURY CLAIM' portal with the heading 'Tell us about the injuries you suffered'. It lists three injury types: Neck (WHIPLASH), Shoulder (WHIPLASH), and Back (WHIPLASH). Each entry has a 'Remove' link and a 'View description of the injuries you sustained' link. There is an 'Add another' button and 'Continue' and 'Save and Exit' buttons at the bottom.

The right screenshot shows the 'OFFICIAL INJURY CLAIM' portal with the heading 'Tariff amount'. It includes a 'Key information' section with 'OIC-7056'. Below, it says 'Capture your tariff amount below.' and 'Select duration of whiplash injury*'. A dropdown menu is open, showing the following options: 'More than 6 months, but not more than 9 months' (selected), 'Not more than 3 months', 'More than 3 months, but not more than 6 months', 'More than 6 months, but not more than 9 months', 'More than 9 months, but not more than 12 months', 'More than 12 months, but not more than 15 months', 'More than 15 months, but not more than 18 months', and 'More than 18 months, but not more than 24 months'. There are 'Save and continue' and 'Cancel' buttons at the bottom.

- Tariff injuries are shown on the left. Once the compensator is provided with the medical report they will select the appropriate tariff period as shown on the right
- The portal will then automatically populate the **tariff award** from a table that sits hidden in the build flow

OFFICIAL
INJURY
CLAIM

[Account Management](#) [Logout](#)

Non-protocol Vehicle Costs (NVC)

Key information

+

You now have to tell us about the cost of repairs to the vehicle you were travelling in, or its value where it has been written off. You need to tell us if you are responsible for those costs and make a claim for them here so it can be included in your claim at court. We understand you may need to contact your own insurer or another company that for example could have supplied you with an alternative vehicle whilst yours was unavailable in order to ask them whether you need to include the sums paid to you or the costs incurred in connection with the claim. If you select yes below, the next few screens will guide you through what you can claim and who you need to contact to clarify what the claim is.

Do you have any NVC costs to include in your claim? *

Yes No

Was your vehicle written off/beyond economic repair? *

Yes No

Have the repairs to your vehicle been completed? *

Yes No

Who paid for the repairs? *

I did

The compensator did

My insurer did

Another company did

Please ask your insurer/the other company before you answer this question. Does your insurer/the other company need you to include the repair cost in this claim? *

Yes No

Continue

Save and Exit

- **Non-protocol Vehicle Costs (NVCs)** are costs incurred that are not recoverable under the Pre-Action Protocol (PAP) – a full definition is in the ‘Guide to making a claim’ (User Guidance)
- At an exit point for a court route to dispute quantum, the portal asks key questions relating to repairs, any storage and recovery costs, as well as dealing with the provision of any hire or credit hire

Court forms

OFFICIAL INJURY CLAIM

Road Traffic Accident Small Claims – Liability (RTASC L)

Form RTASC L

Road Traffic Accident Small Claims – Liability
Claim under the Pre-Action Protocol for Personal Injury Claims below the Small Claims Limit in

In the County Court at

Fees

Claim No

Issue Date

Claimant name and address including postcode
Test Court
5 Newport Road
Hanslope
MILTON KEYNES
MK197NA
United Kingdom

Defendant(s) name(s) and address(es) including postcode
Roberto Baggio
3 Newport Road
Hanslope
MILTON KEYNES
MK197NA

Reasons for going to Court
Liability dispute only – liability denied in full

You must indicate your preferred county court hearing centre – see guidance
Milton Keynes

Section A

1. Have you already started court proceedings using the RTA Small Claims Protocol?
 Yes No

What is the claim number of your existing claim?

OFFICIAL INJURY CLAIM

Road Traffic Accident Small Claims – Quantum (RTASC Q)

Form RTASC Q

Road Traffic Accident Small Claims – Quantum (RTASC Q)
Claim under the Pre-Action Protocol for Personal Injury Claims below the Small Claims Limit in Road Traffic Accidents

In the County Court at

Fees

Claim No

Issue Date

Claimant name and address including postcode
Paula Benson
3 Newport Road
Hanslope
MILTON KEYNES
MK197NA
United Kingdom

Defendant(s) name(s) and address(es) including postcode
The Compensator
1 Newport Road
MK197NA
GBR
Reference: Further report

Reasons for going to Court
Claim value dispute, no liability dispute, no NVC claim or uplift request

You must indicate your preferred county court hearing centre – see guidance
Salford

- The portal will populate **court forms** for the user, based on their earlier responses to questions asked in the claims journey
- These forms are stored in one location for ease of access allowing the unrepresented Claimant to pursue a court route with all the required information already captured
- All claims will be filed at Salford; a separate training programme is being organised for the judiciary

Side Bar

OFFICIAL INJURY CLAIM Account Management Logout

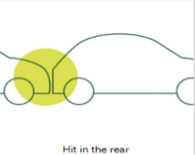
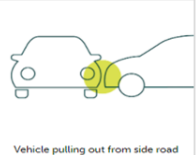
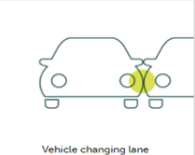
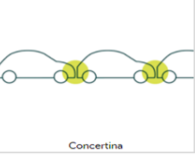

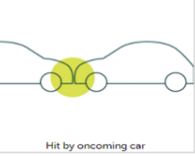
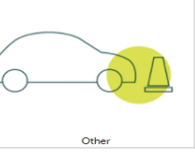
Tell us about the accident

[Back](#)

Note that all fields marked with * are mandatory.

Date and time of accident *
-- -- -- -- --

Select type of accident

 Hit in the rear	 Vehicle pulling out from side road	 Vehicle changing lane
 Concertina	 Hit whilst parked	 Hit by oncoming car
 Other		

Describe how the accident happened *

Remaining: 500 characters

Do you have any photos or dashcam footage of the accident or vehicle damage? *
 Yes No

[Continue](#) [Save and Exit](#)

Key information

Date and time

If you are not sure of the exact time, you may put in an estimate.

Description of accident

Provide a short description of the accident. If you want to add more details you can use the upload facility on your 'Claim overview' page.

Photo and Dashcam

The portal will guide you through the process of uploading this material.

- The **Side Bar** within the Portal will support Claimants by answering key questions as they move through screens and explain difficult terms in easy-to-understand language
- The **Side Bar** appears throughout the process in the unrepresented Claimant flows
- **Side Bar** text can be updated by an Official Injury Claim “super user” in real time if we have evidence that enhancements are needed

Contact

For live customer support such as:

- registering your organisation
- accessing the service
- integrating via API

www.officialinjuryclaim.org.uk/contact-us/

To sign up for e-shot updates on programme delivery:

www.mibmanagedservices.org.uk

Telephone: 0800 118 1631

Your questions.....

Please go to [Slido.com](https://www.slido.com) to ask questions. Use code **#W489** to join