
OIC Monthly Claims Data

Data view: May 2021 –March 2024

1.Claim Volumes

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
2021	122,878	12,366	135,244
May	4	7	11
June	8,960	1,055	10,015
July	14,763	1,555	16,318
August	17,660	1,714	19,374
September	19,706	1,863	21,569
October	20,073	2,068	22,141
November	22,441	2,310	24,751
December	19,271	1,794	21,065
Total	122,878	12,366	135,244

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	Other	UK Law Firm	Total
2021	27,474	248	7	95,149	122,878
May				4	4
June	2,175	25	4	6,756	8,960
July	3,515	26	2	11,220	14,763
August	3,856	50		13,754	17,660
September	4,265	38		15,403	19,706
October	4,470	28		15,575	20,073
November	5,068	42	1	17,330	22,441
December	4,125	39		15,107	19,271
Total	27,474	248	7	95,149	122,878

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
2022	263,560	26,079	289,639
January	20,862	2,266	23,128
February	22,619	2,021	24,640
March	24,068	2,383	26,451
April	20,421	1,876	22,297
May	22,480	2,097	24,577
June	21,784	2,111	23,895
July	22,404	2,072	24,476
August	21,337	2,183	23,520
September	21,116	2,126	23,242
October	22,164	2,356	24,520
November	24,527	2,483	27,010
December	19,778	2,105	21,883
Total	263,560	26,079	289,639

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	Other	UK Law Firm	Total
2022	63,925	788	1	198,846	263,560
January	5,093	46		15,723	20,862
February	5,314	34		17,271	22,619
March	5,624	75		18,369	24,068
April	4,504	113		15,804	20,421
May	5,035	77		17,368	22,480
June	5,492	70	1	16,221	21,784
July	5,582	54		16,768	22,404
August	5,575	84		15,678	21,337
September	5,480	73		15,563	21,116
October	5,479	64		16,621	22,164
November	5,968	52		18,507	24,527
December	4,779	46		14,953	19,778
Total	63,925	788	1	198,846	263,560

1.Claim Volumes

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
2023	247,121	30,910	278,031
January	24,048	2,873	26,921
February	21,760	2,440	24,200
March	22,763	2,724	25,487
April	17,777	2,288	20,065
May	20,549	2,636	23,185
June	20,867	2,663	23,530
July	20,392	2,640	23,032
August	20,659	2,494	23,153
September	18,782	2,416	21,198
October	20,668	2,648	23,316
November	21,580	2,846	24,426
December	17,276	2,242	19,518
Total	247,121	30,910	278,031

1.1 Claims Entered By Month

Year	Represented	Unrepresented	Total
2024	59,935	8,163	68,098
January	21,182	2,974	24,156
February	19,997	2,597	22,594
March	18,756	2,592	21,348
Total	693,494	77,518	771,012

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	UK Law Firm	Total
2023	58,340	742	188,039	247,121
January	5,414	76	18,558	24,048
February	5,160	92	16,508	21,760
March	5,660	115	16,988	22,763
April	4,338	60	13,379	17,777
May	4,915	57	15,577	20,549
June	4,703	53	16,111	20,867
July	4,911	48	15,433	20,392
August	5,052	58	15,549	20,659
September	4,189	57	14,536	18,782
October	4,685	45	15,938	20,668
November	5,143	48	16,389	21,580
December	4,170	33	13,073	17,276
Total	58,340	742	188,039	247,121

1.2 Type of User (Represented Claims)

Year	Alternative Business Structure	Claims Management Company	Other	UK Law Firm	Total
2024	13,876	124		45,935	59,935
January	4,828	51		16,303	21,182
February	4,743	42		15,212	19,997
March	4,305	31		14,420	18,756
Total	163,615	1,902	8	527,969	693,494

1.Claim Volumes - Injury Claim As Presented

1.3 Claims Volumes - Types of Claim

Types of Claim Group	Mixed Tariff				Non Tariff			Other		Tariff Only		Total		
	Year	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological		Whiplash Only	Total
<input checked="" type="checkbox"/> 2021		7,125	39,629	36,576	83,330	887	4,297	5,184	97	97	13,745	27,737	41,482	130,093
May		1	3	1	5							1	1	6
June		365	2,760	2,621	5,746	49	258	307	6	6	1,009	2,508	3,517	9,576
July		715	4,716	4,673	10,104	105	572	677	12	12	1,689	3,260	4,949	15,742
August		894	5,721	5,216	11,831	129	746	875	12	12	2,008	3,978	5,986	18,704
September		1,014	6,674	5,796	13,484	152	731	883	18	18	2,058	4,393	6,451	20,836
October		1,251	6,441	6,033	13,725	160	669	829	19	19	2,287	4,406	6,693	21,266
November		1,419	7,252	6,554	15,225	170	736	906	17	17	2,479	5,105	7,584	23,732
December		1,466	6,062	5,682	13,210	122	585	707	13	13	2,215	4,086	6,301	20,231
Total		7,125	39,629	36,576	83,330	887	4,297	5,184	97	97	13,745	27,737	41,482	130,093

1.3 Claims Volumes - Types of Claim

Types of Claim Group	Mixed Tariff				Non Tariff			Other		Tariff Only		Total		
	Year	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological		Whiplash Only	Total
<input checked="" type="checkbox"/> 2022		21,011	77,565	85,376	183,952	2,200	7,033	9,233	250	250	29,671	53,963	83,634	277,069
January		1,652	6,507	5,900	14,059	177	625	802	15	15	2,380	4,837	7,217	22,093
February		1,731	7,184	6,148	15,063	162	595	757	25	25	2,281	5,530	7,811	23,656
March		2,064	7,455	6,810	16,329	201	682	883	20	20	2,558	5,546	8,104	25,336
April		1,755	5,901	6,298	13,954	141	513	654	15	15	2,273	4,320	6,593	21,216
May		2,061	6,716	6,870	15,647	195	561	756	15	15	2,344	4,648	6,992	23,410
June		1,951	6,270	7,114	15,335	185	585	770	14	14	2,450	4,237	6,687	22,806
July		1,762	6,448	7,413	15,623	180	605	785	23	23	2,509	4,457	6,966	23,397
August		1,746	6,103	7,122	14,971	208	584	792	19	19	2,601	4,096	6,697	22,479
September		1,638	6,211	7,415	15,264	197	568	765	26	26	2,414	3,821	6,235	22,290
October		1,437	6,311	8,159	15,907	188	579	767	23	23	2,604	4,147	6,751	23,448
November		1,728	6,934	8,930	17,592	212	674	886	27	27	2,893	4,484	7,377	25,882
December		1,486	5,525	7,197	14,208	154	462	616	28	28	2,364	3,840	6,204	21,056
Total		21,011	77,565	85,376	183,952	2,200	7,033	9,233	250	250	29,671	53,963	83,634	277,069

1.Claim Volumes - Injury Claim As Presented

1.3 Claims Volumes - Types of Claim

Types of Claim Group		Mixed Tariff			Non Tariff			Other		Tariff Only		Total	
Year	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological	Whiplash Only	Total	
2023	20,075	66,003	92,594	178,672	2,174	6,477	8,651	312	312	30,509	49,100	79,609	267,244
January	1,724	6,479	8,639	16,842	201	630	831	33	33	2,939	5,186	8,125	25,831
February	1,575	5,961	7,969	15,505	187	595	782	31	31	2,557	4,353	6,910	23,228
March	1,842	6,234	8,248	16,324	191	574	765	18	18	2,647	4,575	7,222	24,329
April	1,398	4,843	6,623	12,864	169	496	665	21	21	2,185	3,489	5,674	19,224
May	1,664	5,839	7,391	14,894	164	545	709	30	30	2,496	4,134	6,630	22,263
June	1,802	5,780	7,720	15,302	172	560	732	31	31	2,455	4,110	6,565	22,630
July	1,843	5,358	7,720	14,921	184	522	706	25	25	2,422	4,094	6,516	22,168
August	1,668	5,309	7,959	14,936	214	515	729	24	24	2,661	3,951	6,612	22,301
September	1,606	4,909	7,240	13,755	166	495	661	23	23	2,354	3,574	5,928	20,367
October	1,849	5,311	7,972	15,132	173	527	700	25	25	2,558	4,018	6,576	22,433
November	1,768	5,582	8,380	15,730	206	558	764	21	21	2,935	4,126	7,061	23,576
December	1,336	4,398	6,733	12,467	147	460	607	30	30	2,300	3,490	5,790	18,894
Total	20,075	66,003	92,594	178,672	2,174	6,477	8,651	312	312	30,509	49,100	79,609	267,244

1.3 Claims Volumes - Types of Claim

Types of Claim Group		Mixed Tariff			Non Tariff			Other		Tariff Only		Total	
Year	Multiple Injuries	Whiplash + Physical	Whiplash + Physical + Psychological	Total	Physical + Psychological	Physical Only	Total	Unknown	Total	Whiplash + Psychological	Whiplash Only	Total	
2024	4,790	15,304	23,611	43,705	533	1,560	2,093	70	70	7,843	11,597	19,440	65,308
January	1,631	5,489	8,490	15,610	205	571	776	20	20	2,691	4,100	6,791	23,197
February	1,590	5,083	7,833	14,506	176	517	693	26	26	2,610	3,899	6,509	21,734
March	1,569	4,732	7,288	13,589	152	472	624	24	24	2,542	3,598	6,140	20,377
Total	53,001	198,501	238,157	489,659	5,794	19,367	25,161	729	729	81,768	142,397	224,165	739,714

2.Settlements

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2021	3,261	2,855	6,116
June		1	1
July	1	53	54
August	7	260	267
September	123	528	651
October	409	578	987
November	1,093	705	1,798
December	1,628	730	2,358
Total	3,261	2,855	6,116

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2021	119	64	93
June		8	8
July	36	34	34
August	65	46	47
September	83	55	61
October	101	63	79
November	115	69	97
December	129	75	112
Total	119	64	93

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2021	6,174	196	6,370
June	536	14	550
July	808	10	818
August	943	31	974
September	983	31	1,014
October	1,005	37	1,042
November	1,013	39	1,052
December	886	34	920
Total	6,174	196	6,370

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2022	60,051	10,451	70,502
January	2,003	846	2,849
February	2,721	867	3,588
March	3,995	976	4,971
April	4,172	814	4,986
May	5,131	967	6,098
June	4,943	847	5,790
July	5,312	855	6,167
August	5,947	754	6,701
September	6,085	824	6,909
October	6,407	871	7,278
November	6,931	938	7,869
December	6,404	892	7,296
Total	60,051	10,451	70,502

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2022	211	107	195
January	148	89	130
February	156	91	140
March	171	88	154
April	177	91	163
May	187	103	174
June	200	106	186
July	206	111	193
August	221	119	209
September	232	119	219
October	236	123	223
November	238	126	225
December	248	118	232
Total	211	107	195

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2022	11,228	488	11,716
January	992	52	1,044
February	1,006	45	1,051
March	1,058	48	1,106
April	942	35	977
May	987	36	1,023
June	907	46	953
July	904	37	941
August	856	43	899
September	852	31	883
October	912	44	956
November	1,025	35	1,060
December	787	36	823
Total	11,228	488	11,716

2. Settlements

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2023	99,931	13,843	113,774
January	7,105	927	8,032
February	6,885	969	7,854
March	9,044	1,418	10,462
April	7,210	1,074	8,284
May	7,524	1,122	8,646
June	8,445	1,276	9,721
July	8,409	1,231	9,640
August	8,851	1,153	10,004
September	9,124	1,132	10,256
October	8,870	1,215	10,085
November	9,659	1,188	10,847
December	8,805	1,138	9,943
Total	99,931	13,843	113,774

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2023	284	129	265
January	254	131	240
February	253	120	237
March	255	128	238
April	264	127	247
May	267	126	249
June	276	121	256
July	273	131	255
August	292	124	273
September	299	131	280
October	301	127	280
November	304	129	285
December	344	157	322
Total	284	129	265

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2023	6,496	530	7,026
January	991	42	1,033
February	851	51	902
March	849	50	899
April	601	43	644
May	615	45	660
June	599	66	665
July	556	45	601
August	431	44	475
September	357	31	388
October	290	39	329
November	236	48	284
December	120	26	146
Total	6,496	530	7,026

2.1 Settlements By Month (Closed Cases)

Year	Represented	Unrepresented	Total
☐ 2024	26,999	3,862	30,861
January	9,286	1,231	10,517
February	9,169	1,330	10,499
March	8,544	1,301	9,845
Total	190,242	31,011	221,253

2.2 Average Days To Settle

Year	Represented	Unrepresented	Total
☐ 2024	314	124	290
January	310	130	289
February	312	124	288
March	320	119	293
Total	262	115	242

2.3 Open Settlements

Year	Represented	Unrepresented	Total
☐ 2024	88	62	150
January	71	36	107
February	17	24	41
March		2	2
Total	23,986	1,276	25,262

2. Settlements - Distribution of Tariff

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths
2021	417	1217	505	73	9	1
June		1				
July	2	14	2			
August	11	54	17			
September	41	111	50	10	1	
October	62	188	75	7	1	
November	123	373	165	25	2	1
December	178	476	196	31	5	
Total	417	1217	505	73	9	1

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	7 18-21 Mths
2021	438	2022	1180	236	12	1
July	5	15	11	1	1	
August	10	94	61	8	1	
September	51	206	137	22	3	
October	76	355	188	38		
November	138	592	311	72	4	1
December	158	760	472	95	3	
Total	438	2022	1180	236	12	1

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2022	4672	12460	6185	2371	608	88	23
January	229	557	261	51	13	2	
February	261	616	312	78	22	2	
March	311	996	457	122	25	4	
April	360	925	447	141	34	1	
May	416	1136	533	179	41	6	1
June	399	1036	502	227	41	3	
July	407	1095	493	172	63	5	3
August	434	1105	600	278	80	8	1
September	409	1187	583	274	79	12	3
October	474	1269	634	289	70	11	7
November	493	1342	679	285	69	19	2
December	479	1196	684	275	71	15	6
Total	4672	12460	6185	2371	608	88	23

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

Year	1 0-3 Mths	2 3-6 Mths	3 6-9 Mths	4 9-12 Mths	5 12-15 Mths	6 15-18 Mths	7 18-21 Mths
2022	5271	21187	13975	4627	1057	167	61
January	201	892	518	132	15	3	
February	241	1099	759	189	42	2	1
March	342	1606	985	264	87	2	1
April	376	1533	1019	280	55	4	1
May	459	1937	1158	358	56	5	5
June	395	1734	1133	358	70	9	1
July	465	1902	1255	400	94	11	3
August	511	1999	1302	481	115	11	9
September	509	1986	1375	547	132	25	7
October	565	2097	1475	485	113	23	6
November	636	2285	1612	587	125	35	15
December	571	2117	1384	546	153	37	12
Total	5271	21187	13975	4627	1057	167	61

2.Settlements - Distribution of Tariff

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

	1	2	3	4	5	6	7
Year	0-3 Mths	3-6 Mths	6-9 Mths	9-12 Mths	12-15 Mths	15-18 Mths	18-21 Mths
2023	5831	16180	8820	3526	918	319	220
January	492	1273	716	303	64	16	17
February	473	1264	660	246	69	18	7
March	542	1539	831	344	82	20	15
April	421	1200	618	281	66	12	13
May	453	1237	619	254	74	20	12
June	504	1367	793	280	75	21	16
July	483	1362	744	300	83	24	16
August	486	1385	792	299	76	33	27
September	527	1442	793	312	82	42	29
October	477	1335	735	317	75	27	19
November	497	1456	815	337	75	43	20
December	476	1320	704	253	97	43	29
Total	5831	16180	8820	3526	918	319	220

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

	1	2	3	4	5	6	7
Year	0-3 Mths	3-6 Mths	6-9 Mths	9-12 Mths	12-15 Mths	15-18 Mths	18-21 Mths
2023	9107	35404	23902	8761	1994	767	519
January	617	2330	1646	623	140	44	15
February	631	2448	1580	603	145	40	30
March	789	3318	2212	806	192	44	29
April	682	2590	1734	646	185	43	35
May	726	2670	1798	672	135	57	31
June	756	2993	2032	743	158	65	48
July	730	2978	2074	730	162	78	48
August	799	3074	2081	707	169	78	45
September	821	3181	2154	805	193	68	40
October	872	3174	2111	791	158	93	63
November	888	3416	2314	869	183	80	66
December	796	3232	2166	766	174	77	69
Total	9107	35404	23902	8761	1994	767	519

2.4 Distribution of Tariff Settled Claims - Whiplash Tariff

	1	2	3	4	5	6	7
Year	0-3 Mths	3-6 Mths	6-9 Mths	9-12 Mths	12-15 Mths	15-18 Mths	18-21 Mths
2024	1484	4001	2194	941	229	94	86
January	534	1360	743	337	79	27	29
February	517	1389	746	297	75	31	25
March	433	1252	705	307	75	36	32
Total	12404	33858	17704	6911	1764	502	329

2.5 Distribution of Tariff Settled Claims - Whiplash & Minor Psychological

	1	2	3	4	5	6	7
Year	0-3 Mths	3-6 Mths	6-9 Mths	9-12 Mths	12-15 Mths	15-18 Mths	18-21 Mths
2024	2618	9756	6761	2303	471	259	174
January	897	3267	2313	766	167	93	51
February	857	3392	2251	764	156	88	61
March	864	3097	2197	773	148	78	62
Total	17434	68369	45818	15927	3534	1193	755

2.Settlements - Average Values

2.6 Average Settlement Values

RepresentedClaim Year	Injury - non-tariff	Represented Tariff amount	Tariff uplift	Injury - non-tariff	Unrepresented Tariff amount	Tariff uplift
☐ 2021	£922	£609	£209	£959	£653	£155
June					£495	
July		£260		£785	£645	£138
August	£649	£601		£1,055	£642	£75
September	£1,016	£641		£1,055	£638	£110
October	£1,053	£583	£283	£968	£643	£143
November	£921	£606	£180	£945	£659	£200
December	£889	£615	£211	£862	£670	£160
Total	£922	£609	£209	£959	£653	£155

2.6 Average Settlement Values

RepresentedClaim Year	Injury - non-tariff	Represented Tariff amount	Tariff uplift	Injury - non-tariff	Unrepresented Tariff amount	Tariff uplift
☐ 2022	£885	£710	£205	£925	£721	£150
January	£902	£649	£170	£903	£651	£119
February	£904	£674	£328	£844	£697	£155
March	£926	£684	£338	£946	£691	£246
April	£890	£675	£198	£942	£712	£145
May	£866	£674	£173	£879	£711	£144
June	£889	£702	£198	£915	£698	£130
July	£876	£708	£192	£947	£692	£156
August	£905	£726	£210	£977	£734	£131
September	£864	£744	£171	£869	£766	£143
October	£878	£720	£170	£920	£758	£160
November	£860	£729	£254	£1,002	£782	£134
December	£902	£740	£139	£937	£765	£135
Total	£885	£710	£205	£925	£721	£150

2.Settlements - Average Values

2.6 Average Settlement Values

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2023	£1,013	£758	£167	£1,032	£784	£166
January	£909	£747	£218	£1,004	£776	£190
February	£996	£741	£153	£1,070	£750	£188
March	£987	£742	£174	£1,083	£795	£169
April	£1,024	£755	£214	£1,066	£803	£152
May	£1,005	£743	£161	£1,070	£768	£145
June	£1,014	£762	£186	£981	£755	£157
July	£1,005	£766	£116	£1,050	£775	£146
August	£1,032	£755	£131	£1,039	£803	£145
September	£1,028	£765	£179	£1,012	£779	£145
October	£1,031	£767	£153	£983	£786	£164
November	£1,031	£767	£170	£987	£819	£274
December	£1,055	£776	£150	£1,050	£793	£150
Total	£1,013	£758	£167	£1,032	£784	£166

2.6 Average Settlement Values

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2024	£1,055	£762	£157	£1,022	£795	£131
January	£1,058	£762	£255	£996	£798	£137
February	£1,056	£753	£98	£991	£797	£142
March	£1,052	£774	£139	£1,077	£789	£114
Total	£981	£741	£179	£989	£752	£155

2.Settlements - Average Values

2.7 Frequency Settled

RepresentedClaim ▲ Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
☐ 2021	889	3,208	44	1,086	2,802	100
June					1	
July		1		19	51	3
August	4	6		104	254	11
September	38	119		214	519	12
October	99	401	4	230	571	13
November	304	1,081	12	252	695	32
December	444	1,600	28	267	711	29
Total	889	3,208	44	1,086	2,802	100

2.7 Frequency Settled

RepresentedClaim ▲ Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
☐ 2022	21,749	59,175	811	4,190	10,199	526
January	640	1,985	22	321	823	46
February	931	2,671	36	340	853	53
March	1,443	3,942	61	418	957	46
April	1,450	4,114	48	345	793	47
May	1,783	5,050	78	383	939	29
June	1,787	4,871	68	322	827	46
July	1,892	5,224	75	342	836	52
August	2,261	5,871	79	288	734	41
September	2,299	5,994	79	305	808	55
October	2,435	6,314	92	347	852	31
November	2,544	6,829	83	398	910	42
December	2,284	6,310	90	381	867	38
Total	21,749	59,175	811	4,190	10,199	526

2.Settlements - Average Values

2.7 Frequency Settled

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2023	40,440	98,423	1,173	5,681	13,426	600
January	2,553	6,999	86	382	894	40
February	2,386	6,791	73	352	942	35
March	3,493	8,916	119	587	1,377	76
April	2,849	7,089	85	446	1,039	52
May	3,001	7,405	79	444	1,094	52
June	3,394	8,318	109	531	1,245	62
July	3,489	8,299	92	522	1,185	70
August	3,689	8,705	98	475	1,118	52
September	3,904	9,002	94	473	1,100	35
October	3,808	8,713	98	512	1,177	30
November	4,115	9,511	122	517	1,150	42
December	3,759	8,675	118	440	1,105	54
Total	40,440	98,423	1,173	5,681	13,426	600

2.7 Frequency Settled

RepresentedClaim Year	Represented			Unrepresented		
	Injury - non-tariff	Tariff amount	Tariff uplift	Injury - non-tariff	Tariff amount	Tariff uplift
2024	11,538	26,561	343	1,675	3,737	157
January	3,950	9,124	98	512	1,202	52
February	3,906	9,027	127	587	1,278	52
March	3,682	8,410	118	576	1,257	53
Total	74,616	187,367	2,371	12,632	30,164	1,383

3.Exceptional Injuries & Circumstances

3.1 Exceptional Injuries and Circumstances

RepresentedClaim Year	Represented				Unrepresented			
	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
2021	106,258	3,312	3,928	9,380	9,230	539	336	2,261
May	4				3		1	3
June	7,723	224	315	698	779	45	29	202
July	12,755	339	479	1,190	1,155	64	38	298
August	15,279	485	556	1,340	1,299	70	45	300
September	17,075	531	642	1,458	1,354	85	56	368
October	17,273	549	664	1,587	1,580	94	52	342
November	19,460	627	659	1,695	1,742	97	64	407
December	16,689	557	613	1,412	1,318	84	51	341
Total	106,258	3,312	3,928	9,380	9,230	539	336	2,261

3.1 Exceptional Injuries and Circumstances

RepresentedClaim Year	Represented				Unrepresented			
	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
2022	224,085	8,173	10,702	20,600	18,896	1,242	773	5,168
January	18,106	586	643	1,527	1,680	101	65	420
February	19,473	730	698	1,718	1,464	91	77	389
March	20,672	747	848	1,801	1,717	120	67	479
April	17,561	618	716	1,526	1,350	94	53	379
May	19,281	668	865	1,666	1,502	116	56	423
June	18,319	604	958	1,903	1,500	98	67	446
July	18,949	680	1,019	1,756	1,514	97	74	387
August	18,133	553	961	1,690	1,554	106	54	469
September	17,774	780	907	1,655	1,512	116	63	435
October	18,738	714	1,005	1,707	1,750	93	57	456
November	20,506	805	1,127	2,089	1,810	116	69	488
December	16,573	688	955	1,562	1,543	94	71	397
Total	224,085	8,173	10,702	20,600	18,896	1,242	773	5,168

3. Exceptional Injuries & Circumstances

3.1 Exceptional Injuries and Circumstances

Represented Claim Year	Represented				Unrepresented			
	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
2023	206,281	6,987	13,528	20,325	21,989	1,402	982	6,537
January	20,215	712	1,206	1,915	2,058	127	83	605
February	18,396	581	1,169	1,614	1,796	95	74	475
March	19,394	600	1,101	1,668	1,955	120	100	549
April	15,086	407	865	1,419	1,677	101	75	435
May	17,273	557	1,073	1,646	1,898	106	84	548
June	17,727	553	1,011	1,576	1,905	113	84	561
July	17,177	497	1,142	1,576	1,836	119	78	607
August	17,073	616	1,276	1,694	1,774	123	71	526
September	15,549	539	1,148	1,546	1,725	107	76	508
October	16,973	630	1,191	1,874	1,873	133	84	558
November	17,565	725	1,195	2,095	1,991	153	92	610
December	13,853	570	1,151	1,702	1,501	105	81	555
Total	206,281	6,987	13,528	20,325	21,989	1,402	982	6,537

3.1 Exceptional Injuries and Circumstances

Represented Claim Year	Represented				Unrepresented			
	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries	No Uplift Claimed	Exceptional Circumstances	Exceptional Injury	Both Exceptional Injuries
2024	46,271	2,226	4,913	6,525	4,969	515	357	2,322
January	16,474	773	1,681	2,254	1,973	175	95	731
February	15,458	759	1,585	2,195	1,552	166	123	756
March	14,339	694	1,647	2,076	1,444	174	139	835
Total	582,895	20,698	33,071	56,830	55,084	3,698	2,448	16,288

4.Claims Exiting The Portal

4.1 Claims Exiting The Portal

Represented Claim Year	Court	Represented				Unrepresented				Total	
		Rejected Liability	Removed	Withdrawn	Total	Court	Rejected Liability	Removed	Withdrawn		Total
☐ 2021	17	125	7,573	2,740	10,455	16	17	709	435	1,177	11,632
June			66	93	159		1	9	18	28	187
July		1	449	274	724			77	52	129	853
August		5	892	348	1,245	1	1	65	56	123	1,368
September	3	53	1,223	404	1,683	2	2	118	86	208	1,891
October		25	1,403	449	1,877	4	4	140	68	216	2,093
November	7	28	1,842	559	2,436	2	8	155	86	251	2,687
December	7	13	1,698	613	2,331	7	1	145	69	222	2,553
Total	17	125	7,573	2,740	10,455	16	17	709	435	1,177	11,632

4.1 Claims Exiting The Portal

Represented Claim Year	Court	Represented				Unrepresented				Total	
		Rejected Liability	Removed	Withdrawn	Total	Court	Rejected Liability	Removed	Withdrawn		Total
☐ 2022	3,259	333	15,341	13,478	32,411	151	67	1,039	940	2,197	34,608
January	35	11	1,857	765	2,668	9	3	161	80	253	2,921
February	63	18	2,040	704	2,825	4	9	185	89	287	3,112
March	93	19	1,436	1,562	3,110	12	9	120	100	241	3,351
April	79	23	326	1,182	1,610	11	4	51	73	139	1,749
May	138	25	446	1,092	1,701	16	9	63	83	171	1,872
June	138	22	602	1,110	1,872	11	5	70	54	140	2,012
July	297	39	824	1,140	2,300	17	9	54	68	148	2,448
August	202	47	1,037	1,130	2,416	15	3	72	79	169	2,585
September	512	44	1,320	1,125	3,001	10	6	62	68	146	3,147
October	711	29	2,694	1,250	4,684	20	6	58	77	161	4,845
November	476	39	1,511	1,375	3,401	14	2	85	90	191	3,592
December	515	17	1,248	1,043	2,823	12	2	58	79	151	2,974
Total	3,259	333	15,341	13,478	32,411	151	67	1,039	940	2,197	34,608

4.Claims Exiting The Portal

4.1 Claims Exiting The Portal

RepresentedClaim Year	Court	Represented				Unrepresented					Total
		Rejected Liability	Removed	Withdrawn	Total	Court	Rejected Liability	Removed	Withdrawn	Total	
2023	10,342	423	22,671	23,685	57,121	221	94	1,169	1,051	2,535	59,656
January	640	35	1,767	1,340	3,782	18	6	98	78	200	3,982
February	660	35	1,707	2,007	4,409	12	5	90	78	185	4,594
March	782	51	1,874	1,709	4,416	20	11	107	89	227	4,643
April	620	26	1,327	1,624	3,597	22	9	90	67	188	3,785
May	686	34	1,692	1,727	4,139	14	8	82	93	197	4,336
June	880	25	1,757	1,483	4,145	21	6	111	75	213	4,358
July	951	41	1,683	1,361	4,036	24	10	99	81	214	4,250
August	1,061	34	3,311	3,725	8,131	14	8	101	137	260	8,391
September	977	39	2,207	2,735	5,958	14	11	90	99	214	6,172
October	1,098	24	1,782	2,213	5,117	19	9	94	100	222	5,339
November	1,105	26	1,863	2,078	5,072	23	3	116	90	232	5,304
December	882	53	1,701	1,683	4,319	20	8	91	64	183	4,502
Total	10,342	423	22,671	23,685	57,121	221	94	1,169	1,051	2,535	59,656

4.1 Claims Exiting The Portal

RepresentedClaim Year	Court	Represented				Unrepresented					Total
		Rejected Liability	Removed	Withdrawn	Total	Court	Rejected Liability	Removed	Withdrawn	Total	
2024	3,644	109	8,728	12,872	25,353	86	26	349	298	759	26,112
January	1,237	44	2,324	2,719	6,324	34	10	116	97	257	6,581
February	1,283	29	2,205	5,386	8,903	32	8	117	108	265	9,168
March	1,124	36	4,199	4,767	10,126	20	8	116	93	237	10,363
Total	17,262	990	54,313	52,775	125,340	474	204	3,266	2,724	6,668	132,008

4.Claims Exiting The Portal

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2021	472	647	735	428	1,420	5,000	1,753
December	106	108	157	123	297	1,200	340
November	121	125	143	75	308	1,252	412
October	83	99	134	43	244	932	342
September	102	140	96	79	205	764	297
August	25	108	132	57	149	557	217
July	27	57	49	39	166	254	132
June	8	10	24	12	51	41	13
Total	472	647	735	428	1,420	5,000	1,753

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2021	91	129	56	80	85	205	394	137
June	1	3	2	3	4	9	6	
July	6	23	3	6	8	35	28	20
August	9	13	9	8	6	33	33	12
September	15	25	14	14	18	35	59	28
October	19	25	7	13	18	29	76	29
November	22	20	13	12	21	38	99	26
December	19	20	8	24	10	26	93	22
Total	91	129	56	80	85	205	394	137

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2022	6,619	684	3,205	2,055	7,181	9,865	2,802
January	130	127	191	159	383	1,346	332
February	245	161	180	132	333	1,373	401
March	346	95	303	190	925	1,001	250
April	249	8	176	292	641	185	59
May	346	15	269	156	596	249	70
June	356	19	276	141	597	387	96
July	562	34	256	129	661	493	165
August	569	30	262	132	619	599	205
September	900	38	267	123	610	804	259
October	1,159	101	355	191	620	1,727	531
November	939	30	468	236	642	826	260
December	818	26	202	174	554	875	174
Total	6,619	684	3,205	2,055	7,181	9,865	2,802

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2022	379	107	246	201	169	361	600	134
January	28	22	19	8	15	37	108	16
February	31	26	15	20	19	31	114	31
March	37	19	18	20	22	40	67	18
April	25	4	17	19	9	31	27	7
May	38	2	19	24	16	29	39	4
June	28	2	17	17	7	19	41	9
July	38	8	21	9	11	28	27	6
August	30	9	31	23	5	28	39	4
September	27	3	23	16	12	23	33	9
October	39	1	23	10	13	32	32	11
November	29	7	25	20	19	34	44	13
December	29	4	18	15	21	29	29	6
Total	379	107	246	201	169	361	600	134

4.Claims Exiting The Portal

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2023	17,903	608	3,691	3,209	14,052	14,182	3,476
January	1,101	42	343	192	702	1,037	365
February	1,187	42	347	241	1,204	1,112	276
March	1,406	52	351	183	925	1,204	295
April	1,108	33	256	266	905	842	187
May	1,224	34	259	356	950	1,057	259
June	1,505	46	310	181	766	1,071	266
July	1,491	56	240	139	805	1,032	273
August	1,991	66	535	226	2,721	2,061	531
September	1,669	67	359	753	1,414	1,389	307
October	1,782	60	252	211	1,436	1,144	232
November	1,884	49	251	278	1,209	1,145	256
December	1,555	61	188	183	1,015	1,088	229
Total	17,903	608	3,691	3,209	14,052	14,182	3,476

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2023	514	74	251	259	166	442	686	143
January	42	4	27	20	7	33	54	13
February	32	5	14	15	20	32	54	13
March	50	4	21	14	20	36	65	17
April	46	9	20	11	9	30	53	10
May	34	4	15	19	14	50	49	12
June	38	7	18	26	10	28	68	18
July	48	8	27	24	15	28	56	8
August	38	8	26	33	20	63	63	9
September	48	9	23	19	16	41	46	12
October	45	3	26	32	11	39	58	8
November	51	6	18	29	12	36	63	17
December	42	7	16	17	12	26	57	6
Total	514	74	251	259	166	442	686	143

4.2 Claims Exiting The Portal (Represented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2024	7,599	240	2,090	1,456	7,113	5,643	1,212
January	2,328	66	305	377	1,453	1,481	314
February	2,562	54	737	505	3,374	1,362	309
March	2,709	120	1,048	574	2,286	2,800	589
Total	32,593	2,179	9,721	7,148	29,766	34,690	9,243

4.3 Claims Exiting The Portal (Unrepresented)

Year	Additional	Agreement reached outside of the service	Duplicate claim	I have instructed a legal representative	No longer want to claim	Other	There are complex issues of fact or law	There is a formal allegation of fraud
2024	170	18	80	68	38	132	203	50
January	62	4	25	20	14	45	67	20
February	57	4	35	23	11	45	76	14
March	51	10	20	25	13	42	60	16
Total	1,154	328	633	608	458	1,140	1,883	464

5.Liability Decisions

5.1 Liability Decisions

RepresentedClaim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
<input checked="" type="checkbox"/> 2021	1,875	77,720	2,476	7,030	89,101	117	8,282	62	391	8,852	97,953
May							2		1	3	3
June	121	5,648	236	436	6,441	11	691	5	25	732	7,173
July	222	9,423	335	817	10,797	16	1,032	10	48	1,106	11,903
August	267	11,180	353	1,002	12,802	17	1,174	8	64	1,263	14,065
September	284	12,481	377	1,119	14,261	17	1,260	7	53	1,337	15,598
October	336	12,732	391	1,218	14,677	26	1,367	13	73	1,479	16,156
November	358	14,149	418	1,223	16,148	17	1,555	12	65	1,649	17,797
December	287	12,107	366	1,215	13,975	13	1,201	7	62	1,283	15,258
Total	1,875	77,720	2,476	7,030	89,101	117	8,282	62	391	8,852	97,953

5.1 Liability Decisions

RepresentedClaim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
<input checked="" type="checkbox"/> 2022	5,460	164,143	4,697	19,874	194,174	314	17,309	117	927	18,667	212,841
January	318	13,236	387	1,273	15,214	27	1,534	13	74	1,648	16,862
February	431	14,088	389	1,417	16,325	23	1,336	12	68	1,439	17,764
March	419	14,905	454	1,698	17,476	23	1,605	6	85	1,719	19,195
April	372	12,435	394	1,487	14,688	18	1,215	10	60	1,303	15,991
May	431	13,744	401	1,638	16,214	19	1,408	6	74	1,507	17,721
June	444	13,274	384	1,610	15,712	16	1,427	8	62	1,513	17,225
July	514	13,841	403	1,738	16,496	38	1,386	10	66	1,500	17,996
August	465	13,327	395	1,630	15,817	30	1,420	8	76	1,534	17,351
September	459	13,033	383	1,758	15,633	29	1,393	10	90	1,522	17,155
October	566	14,012	384	1,795	16,757	32	1,571	11	84	1,698	18,455
November	557	15,605	417	2,086	18,665	32	1,639	10	96	1,777	20,442
December	484	12,643	306	1,744	15,177	27	1,375	13	92	1,507	16,684
Total	5,460	164,143	4,697	19,874	194,174	314	17,309	117	927	18,667	212,841

5. Liability Decisions

5.1 Liability Decisions

Represented Claim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
2023	8,258	155,004	3,746	26,900	193,908	419	20,261	154	1,449	22,283	216,191
January	599	15,206	418	2,035	18,258	17	1,939	21	116	2,093	20,351
February	513	13,713	342	1,880	16,448	21	1,594	14	116	1,745	18,193
March	634	14,143	361	2,091	17,229	29	1,829	11	109	1,978	19,207
April	477	11,224	263	1,686	13,650	35	1,566	13	94	1,708	15,358
May	598	12,920	308	2,130	15,956	31	1,705	12	151	1,899	17,855
June	663	13,112	347	2,264	16,386	36	1,759	13	135	1,943	18,329
July	687	12,955	286	2,237	16,165	47	1,687	11	127	1,872	18,037
August	727	12,748	344	2,416	16,235	39	1,624	13	119	1,795	18,030
September	787	11,585	281	2,206	14,859	24	1,550	13	114	1,701	16,560
October	924	12,703	287	2,629	16,543	57	1,669	12	125	1,863	18,406
November	934	13,638	308	2,881	17,761	47	1,866	11	132	2,056	19,817
December	715	11,057	201	2,445	14,418	36	1,473	10	111	1,630	16,048
Total	8,258	155,004	3,746	26,900	193,908	419	20,261	154	1,449	22,283	216,191

5.1 Liability Decisions

Represented Claim Year	Represented					Unrepresented					Total
	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	Dispute accident caused injury	Liability admitted in full	Liability admitted in part	Liability denied	Total	
2024	1,915	27,957	467	5,566	35,905	145	4,083	24	287	4,539	40,444
January	958	13,083	232	3,142	17,415	72	1,849	12	164	2,097	19,512
February	751	10,407	196	2,079	13,433	60	1,461	9	103	1,633	15,066
March	206	4,467	39	345	5,057	13	773	3	20	809	5,866
Total	17,508	424,824	11,386	59,370	513,088	995	49,935	357	3,054	54,341	567,429

1. Claims Entered

Table 1.1 shows the number of claims entered into the system per month since the launch of OIC.

Date shown in table is created date.

Table 1.2 gives a breakdown of claims entered split into Types of user:

Date shown in table is created date.

* An ABS is an entity authorised by a licensing body (usually a regulator) to provide reserved legal activities. An ABS allows non-lawyers to own or invest in legal services providers, where previously ownership was restricted to legal professionals.

** CMCs supporting claimants on the OIC service must have Financial Conduct Authority authorisation to provide advice in relation to a personal injury claim. CMCs with other types of authorisation, such as lead generation, are not allowed to represent claimants via the service.

*** In limited circumstances, professional users may select 'other' when creating an account, where that user's profession does not match the options provided. For example, it may be used by a CILEX barrister.

Table 1.3 Types of claim shows the volume of claims entered in to the system split by Tariff and Injury Groupings.

Date shown in table is created date.

The OIC service can be used to claim compensation for a range of different RTA-related injuries with a value of less than £5,000.

1. Whiplash is an injury of soft tissue in the neck, back or shoulder, as defined by Part 1, section 1 of the Civil Liability Act 2018.

2. Minor psychological injury includes shock, anxiety and other psychological conditions.

3. Single physical injuries, include bruising, abrasion, cuts, scarring, fracture, headaches, sprain or strain and affected senses.

4. 'Multiple injuries' refers to more than one physical injury as defined above. In these claims, tariff and non-tariff damages would apply.

5. 'Other' refers to claimants who are unsure of their injuries and are awaiting medical assessment.

* Claims in the status of pending new, that have not had injury type added, are excluded.

2.Settlements

Table 2.1 Shows settled claims by month based on closed date. A Settled claim has had the offer accepted and the case has fully closed in the system.

Inputs:

Offer accepted

Closed Date is not blank

Date shown in table is Closed Date

Table 2.2 provides details on the average number of days for a claim to settle. This is measured from the date the claim comes out of pending new status until the date the claim is closed.

Inputs:

Offer accepted

Closed Date is not blank

Date shown in table is Closed Date

Table 2.3 Open settlements are claims which have settled (offer accepted) but not yet fully progressed through the portal journey (*not closed fully*).

Inputs:

Offer accepted

Closed Date is blank

Date shown in table is Created Date

Table 2.4 volume of settled claims falling within the whiplash tariff bandings per month

Inputs:

Compensator Agrees Uplift = No

Claim is settled

Tariff Group = Whiplash Tariff

Date shown in table is Closed Date

Table 2.5

Volume of settled claims falling within the whiplash tariff where there is also a minor psychological injury

Inputs:

Compensator Agrees Uplift = No

Claim is settled

Tariff Group = Whiplash + Minor Psychological

Date shown in table is Closed Date

Table 2.6 shows average settlements for tariff and non-tariff elements split by represented and unrepresented users.

Inputs:

Offer accepted

Closed Date is not blank

Claim is either: Tariff Amount, Tariff Uplift or Injury Non Tariff (offer amount is >0 for the claim to be used in the average calculation against each group)

Date shown in table is Closed Date

Table 2.7 volume of cases settled within the tariff and non-tariff elements in table 2.6

Inputs:

Offer accepted

Closed Date is not blank

Claim is either: Tariff Amount, Tariff Uplift or Injury Non Tariff (offer amount is >0 for the claim to be used in the claim volume count against each group)

Date shown in table is Closed Date

3.Exceptional Injuries and circumstances

Table 3.1 shows the number of claims by entered by month, broken down by representation which have included a claim for uplift for exceptionality of any kind.

The Whiplash Injury Regulations 2021 also provide for a court to award an uplift in damages of up to 20% where either the injuries suffered, or the claimant's circumstances are considered to be exceptional.

Exceptional circumstances. This means that the claimant believes they should receive higher damages than those provided for under the whiplash tariff due to the impact of their accident on their home/work/social life or activities.

Exceptional injuries. This is slightly different from 'exceptional circumstances' and usually means that the claimant believes that their injuries are exceptionally severe and that they should receive higher damages than those provided for under the whiplash tariff.

Inputs:

Count of claims by exception type (exception is input by user).

Date shown in table is Created Date

4.Claims Exiting The Portal

Claims can exit the portal for a number of reasons. **Table 4.1** provides details of these split by representation.

Additionally, **Tables 4.2 & 4.3** give more detailed reasons for exit. NB these categories are self-selected by the user at point of exit and as such should only be considered as an approximate indication of the reason for exit.

Inputs:

Count of claims with exit reason populated

Closed date is not blank

Date shown in table is closed date

5. Liability Decisions

Table 5.1 shows claims that have had a liability decision made by the compensator since the start of the service

- Inputs:
- Pending Liability End Date is not blank
- Claim Status is not Resolved-Removed, Resolved-Withdrawn or Pending-Withdrawal
- Liability Decision is not blank

Date shown in table is Created Date