



Interim Payments

Support Guide

1-19-2023

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INJURY
CLAIM

Interim Payments

Support Guide

After liability has been admitted on your claim up until the point you progress the claim to offer you are able to request an interim payment. An interim payment will be a payment made for losses or fees in advance of your offer. You cannot request an interim payment for your injuries as the amount of compensation you will receive for your injuries cannot be determined until you have reached the offer stage.

You can make an interim payment from the 'My interim payments' section of the claim overview page. Select 'Request interim payment' to start this process.

My interim payments

The following options are available:

[Request interim payment](#)

You will be brought to the screen below. On the right-hand side of the screen, you can view the losses and fees you have currently added to your claim by selecting 'View your losses/fees'. As an interim payment can only be made for a loss or a fee, they should have been added to the claim already. You will need to enter the amount for the interim payment under 'Amount requested' and provide a summary of what the payment is for under 'Reasons for request'. It is worth noting here that the compensator may want to see evidence of this loss or fee before agreeing to make a payment. Evidence can be uploaded under the 'My documents' section of the claim overview page.



Interim payment request

Note that all fields marked with * are mandatory.

Following acceptance of your claim, you may request an interim payment against your non – injury losses.

This request can be made up to the point where you share the medical report with the compensator.

Go to the "My documents" section of the "Claim overview" page and upload any evidence to support your request. You may do this after submitting this request.

Amount requested *

£ 0.00

Reasons for request *

Remaining: 500 characters

Losses/Fees

£0.00 (excluding injuries)

[View your losses/fees](#)

Continue

Cancel

On the next screen you will need to check the details you have added. Select 'Back' if you need to make any changes. Once you are happy with the details you have provided, select 'Confirm and Send'.

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Check interim payment request

[◀ Back](#)

Check the details of the interim payment request below.

If the details are correct then select Confirm and Send. If you need to change anything, select Back.

Any interim payment agreed and paid by the compensator will be deducted from the final offer.

Amount requested
£500.00

Reasons for request
Test

[Confirm and Send](#) [Cancel](#)

Your interim payment request will now go to the compensator for them to make a decision on whether to make you an offer for it. You can progress your claim as normal through the green box. Underneath this, there will be a separate grey box where you can access the details surrounding your interim payment request.

What you need to do

The compensator has admitted liability in part. You can now arrange your medical report: select Proceed to medical to continue your claim.

You can also review the admission in part. Select Check liability response in the Liability section below if not already done so.

[Proceed to medical](#)

 [Interim payment request](#) [Continue to request](#)

You will be notified when the compensator has responded to your request. To view their response, you will need to select 'Continue to request' on the grey interim payment box. This will take you to the below screen where you will see an overview of what has happened. In the below scenario the compensator has rejected the interim payment request. This means that they have decided they will not be making an offer for the interim payment. You will need to select 'View more details' to decide what to do next.

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Interim payment request

Portal reference OIC-06-22-5024	Interim payment reference IP-01-23-6001
Request date 19/01/2023	

What you need to do

The compensator has rejected your request for an interim payment. Select View more details to see the compensator's reasons and decide your next steps.

[View more details](#)

[Return to Claim overview](#)

When the compensator has rejected an interim payment request you will have 2 options. You can dispute this by selecting 'Go to court' which will allow you to set up a court pack within the portal. The court proceedings would be handled outside of the portal. You are also able to accept their denial by clicking 'Accept offer'.

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Interim payment response

The compensator has rejected your request for an interim payment.

Reason

Test

How would you like to proceed? *

Accept offer

Go to court

Continue
Save and Exit

Once a decision has been made on an interim payment under the interim payments section on the claim overview page you will be able to see the decision that was made on any previous requests. To pursue the request again through the portal or make a new interim payment you can select 'Request interim payment' and follow the same steps covered on page 2 of this guide.

My interim payments

The following options are available:

[Request interim payment](#)

Recent interim payments

£500.00	Rejected	>
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In the following scenario the compensator has made an offer for an interim payment request. In this instance, you will have the options to accept the offer, reject the offer or issue court proceedings.

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Interim payment response

The compensator has made the following interim payment offer.

Amount requested
£500.00

Amount offered
£500.00

Response to request
Test

How would you like to proceed? *

Accept offer

Reject offer

Go to court

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

If you are unhappy with the offer and have chosen to reject it, you will need to confirm this decision on the next screen by selecting 'Confirm'.

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Check your interim response decision

[← Back](#)

Amount requested
£500.00

Amount offered
£500.00

You've rejected the compensator's interim payment offer. If this is correct select Confirm. Select Back if you want to change your decision to reject the offer.

You can make another interim payment request from the "My other actions" section of your "Claim overview" page.

Confirm Save and Exit

Once you have rejected an offer for an interim payment you will be unable to continue using the same request and will instead need to raise a new interim payment request under the interim payment section of the claim overview page if you wish to pursue it.

Interim payment request

Portal reference

OIC-06-22-5024

Interim payment reference

IP-01-23-6002

Request date

19/01/2023

What you need to do

You've rejected the compensator's interim payment offer. You can make another interim payment request from the "My interim payments" section of your "Claim overview" page.

[Return to Claim overview](#)

If you are happy with the offer you have been made, you can select 'Accept offer' and select 'Continue'.

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Interim payment response

The compensator has made the following interim payment offer.

Amount requested
£500.00

Amount offered
£500.00

Response to request
Test

How would you like to proceed? *

Accept offer

Reject offer

Go to court

Continue Save and Exit

On the next screen, you will need to confirm your decision to accept the offer by selecting 'Confirm'.

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Check your interim response decision

[← Back](#)

Amount requested
£500.00

Amount offered
£500.00

You've chosen to accept the interim payment. If this is correct select Confirm. Select Back if you want to change your decision to accept the offer.

The compensator will be in contact with you to arrange the payment.

If the compensator does not pay you within 10 working days, you will have the option to go to court.

You will be able to find this option is under "My interim payments" on your "Claim overview" page. Court fees will apply.

The interim payment for your losses is final and you cannot request any more money for the same loss in your final settlement.

Confirm Save and Exit

Once you have accepted the offer, the compensator will be notified and will have 10 working days to arrange the payment. They should be in contact with you to discuss how this payment will be made. If after 10 working days you have still not received payment, you will have the option to go to court in the portal.

Interim payment request

Portal reference
OIC-06-22-5024

Interim payment reference
IP-01-23-6003

Request date
19/01/2023

What you need to do

We have notified the Compensator of your acceptance. The Compensator will arrange payment within 10 working days. If you have not received payment after 10 working days, you have the option to go to court. You should contact the compensator if you have any queries relating to payment.

[Return to Claim overview](#)

At any point, you will be able to view your previous interim payments and the outcomes under the 'My interim payments' section on the claim overview page.

My interim payments

The following options are available:

[Request interim payment](#)

Recent interim payments

£500.00

Accepted



£500.00

Rejected



£500.00

Rejected

