

# Insurance claims handling process

## IF4: 2023 edition

### Web update 1: 05 July 2023

Please note the following update to your copy of the IF4 study text:

#### Chapter 4, section D2, page 4/14

Please amend the first paragraph (amendment in **bold**) to read as follows:

Following implementation of the Civil Liability Act 2018, some road traffic accident (RTA) claims, including all personal injury claims valued between £5,000 and £25,000, RTA claims from vulnerable road users and minors valued between £1,000 and £25,000 and Employers Liability (EL) or Public Liability (PL) personal injury claims valued between **£1,500** and £25,000 are managed via an electronic portal (known as the Claims Portal or MOJ Portal), which controls the submission and negotiation of claims between claimants and defendants. Fixed costs apply to the various stages of the claim.