

NAVIGATE



Vehicle Salvage & Theft Data (VS&TD)

Police User Guide

For all Police user who access Vehicle Salvage & Theft
Data (VS&TD) within the Navigate portal



Contents

1 Introduction	2
2 Benefits of using Navigate	2
3 Setting up your Navigate account	3
3.1 Activating your account	3
3.2 Using a mobile phone for 2FA	5
3.3 Accepting the Terms & Conditions	6
3.4 Forgotten your password or need to change it?	7
3.5 Getting Locked out of Navigate	9
4 Managing your Account	11
4.1 Your Navigate Profile	11
4.2 Changing your password	12
4.3 Signing/Logging out	14
4.4 Time out	15
5 VS&TD User Roles	16
6 Organisation ID structure	18
7 Searching for Claims on VS&TD	20
7.1 Search Claims	20
7.2 Wildcard searches	21
7.3 Search warnings and errors	22
7.4 Search Results	23
8 Viewing a Claim	27
8.1 Audit	28
9 Adding a New Claim	30
9.1 Claim details	30
9.2 Vehicle details	31
9.3 Claimant Details	43
9.4 Saving a New Claim and troubleshooting errors	48
9.5 View Matches	50
10 Amending a Claim	53
11 Alerts	56
12 Reporting	58
13 Getting Support	60
13.1 Finding further information when you're using the Navigate portal	60
13.2 Using the Contact Support form in Navigate	60
14 Further Information	62
14.1 Navigate Portal User Role Matrix – Vehicle Salvage & Theft Data Functionality	62
14.2 Search field combinations	65
14.3 Search fields	66
14.4 Claim Fields	69

1 Introduction

Navigate is home to Motor Insurance Policy Data (MIPD) from the former Motor Insurance Database (MID).

From **24 November 2025** data from the Motor Insurance Anti-Fraud and Theft Register (MIAFTR) will also be accessed from the Vehicle Salvage and Theft Data (VS&TD) tile within the Navigate portal.

VS&TD contains records of claims relating to written off and stolen vehicles, as defined by the ABI Salvage Code of Practice for the Disposal of Motor Vehicle Salvage.

This data is vital to support:

- the tracing and recovery of stolen vehicles
- the detection of fraud
- organisations meet their regulatory obligation to update the DVLA on total loss events
- verification of vehicle history
- organisations avoid compensating claims for previously written off or stolen vehicles.

This **User Guide** helps users to access VS&TD data within the Navigate portal.

2 Benefits of using Navigate

Police forces can use Navigate to quickly assess whether a vehicle is legally on the road or potentially linked to criminal activity, including in the following scenarios:

- **Roadside stops** – to check for stolen vehicles or roadworthiness. This may help with impounding vehicles that are deemed unsafe or stolen.
- **Impound release** – establish the roadworthiness or stolen status of the vehicle before releasing from a vehicle impound.
- **Managing self-insured police fleets** - load salvaged or stolen police owned vehicles to Navigate for the onward submission to the DVLA.

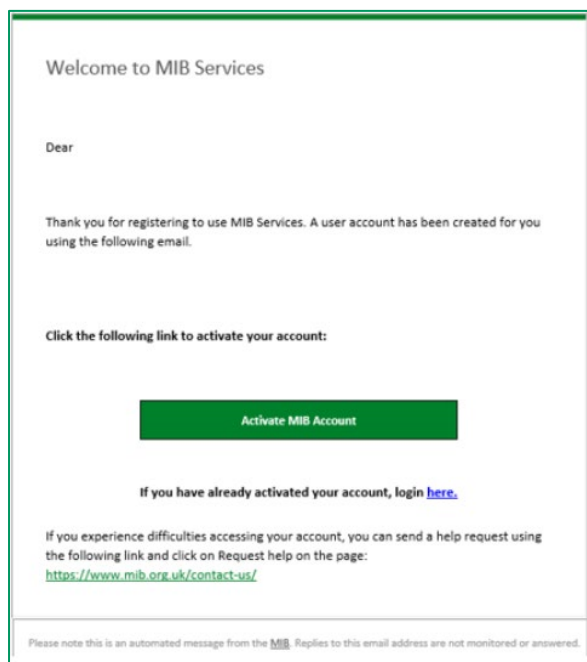
3 Setting up your Navigate account

3.1 Activating your account

Your organisation **must** whitelist the following email addresses: noreply@identity.mib.org.uk and noreply@okta.com to ensure you can receive emails relating to your Navigate account.

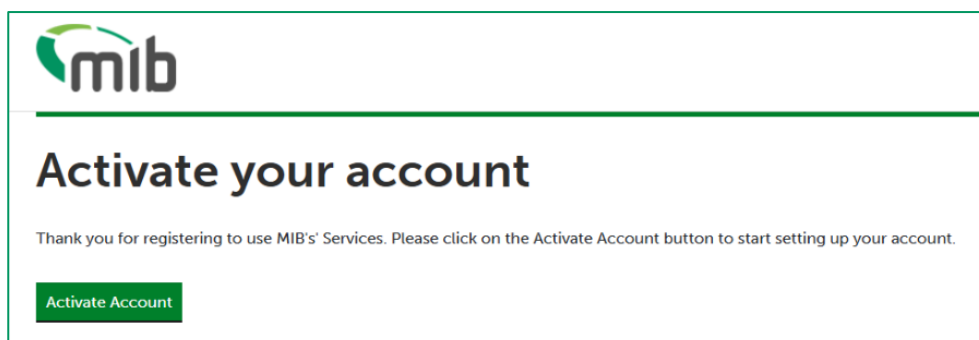
Once you've been set up by your own organisation administrator or branch administrator, you'll need to complete the following to access [Navigate](https://identity.mib.org.uk/user/login) (<https://identity.mib.org.uk/user/login>).

You'll receive this activation email, click on **Activate MIB Account** in that welcome email.



This will open in your browser.

Click **Activate Account**.



Your **username** is your email address.

You'll need to set a **password** and answer a **security question**.

It's important you remember the answer to your security question as you'll be asked to provide this in future.



Create a password for your account

Create a password so you can login to your account.

Password must have

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (" ! # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~)
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

Enter password *

Confirm password *

Choose a memorable question and answer so you can login to your account if you forget your password.

Select a security question *

Select security question ▼

Security answer *

You'll then be automatically enrolled in a **2-Factor Authentication (2FA)** using your email address.

You'll **receive an email with a 6-digit code** to verify your account.



Verify your account with 2FA

To maintain the security of your account you have autoatically been enrolled in 2 Factor Authentication and we have sent you an email with a 6 digit code. Please enter the code in the box below and click verify.

Enter 6 digit code *

☒ Remember this code for 28 days

Once you've clicked **Verify**, you can either set up the 2FA with a mobile phone number or, continue to the Navigate portal by selecting **Continue to my applications**.

The screenshot shows the MIB Identity Portal with the title "Factors available to you." Below the title, it states "You have successfully enrolled in factor type **email**". There is a link "Enroll in factor type **sms**". At the bottom right, there is a button labeled "Continue to my applications". The top navigation bar includes links for "My Apps", "Profile", "My Factors", and "Logout".

3.2 Using a mobile phone for 2FA

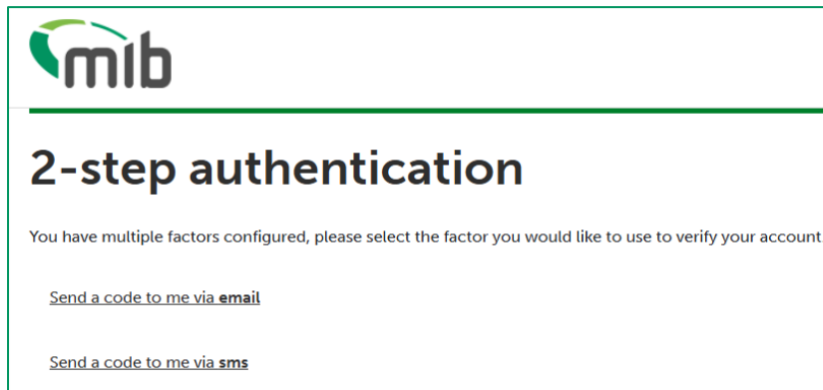
To set up 2FA using a mobile number, you need to select the country code and enter your number. When you click **Send Code**, you'll receive a text message containing the 6-digit code for the authentication.

The screenshot shows the MIB Identity Portal with the title "Register for 2-step authentication". The text explains that a mobile phone number is required for security and provides instructions on what to do if the phone is not available. It asks the user to provide their phone number and click "Send code", noting that they will receive a 6-digit verification code via SMS. The form includes a "Country code" dropdown menu (currently showing "Select Country"), a "Mobile number" input field, a "Send code" button, and an "Exit" button. The top navigation bar is the same as the previous page.

Once you're verified, you'll be redirected to the **Sign in** page again.

The screenshot shows the MIB Identity Portal with the title "Sign in". A yellow banner at the top provides a link to the "Navigate home page" for more details on the programme and service status. The form includes fields for "Email" and "Password", both marked as required. There is a "Show password" button next to the password field. Below the password field are links for "Forgotten your password?" and "Unlock your account". At the bottom, there is a "Remember me?" checkbox and a "Sign in" button. The top navigation bar is the same as the previous pages.

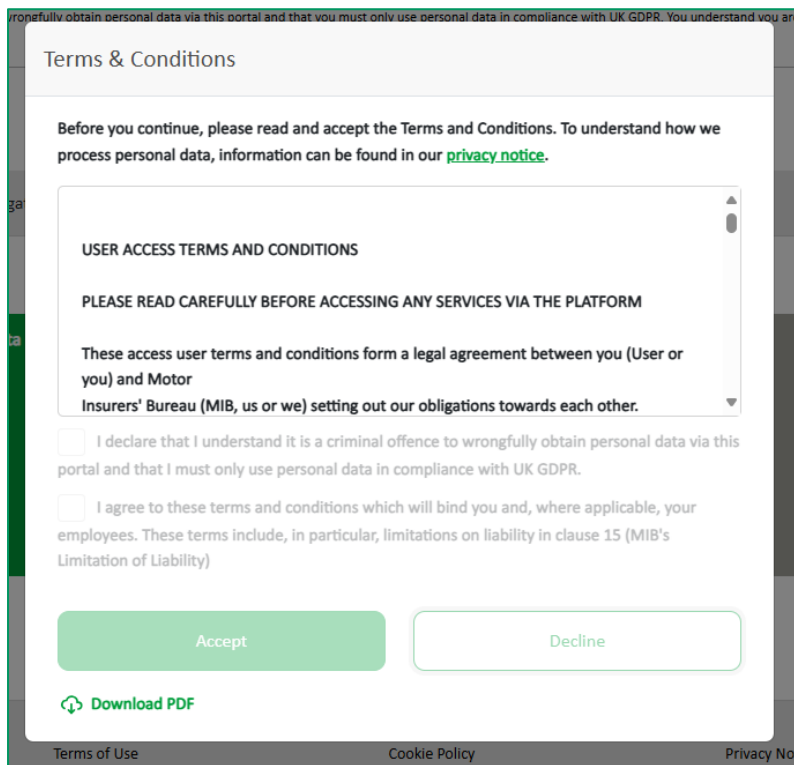
You'll then be given the options of **email or mobile phone** for authentication.



The screenshot shows the MIB logo at the top left. Below it, the heading "2-step authentication" is displayed. A message states: "You have multiple factors configured, please select the factor you would like to use to verify your account." There are two links: "Send a code to me via **email**" and "Send a code to me via **sms**".

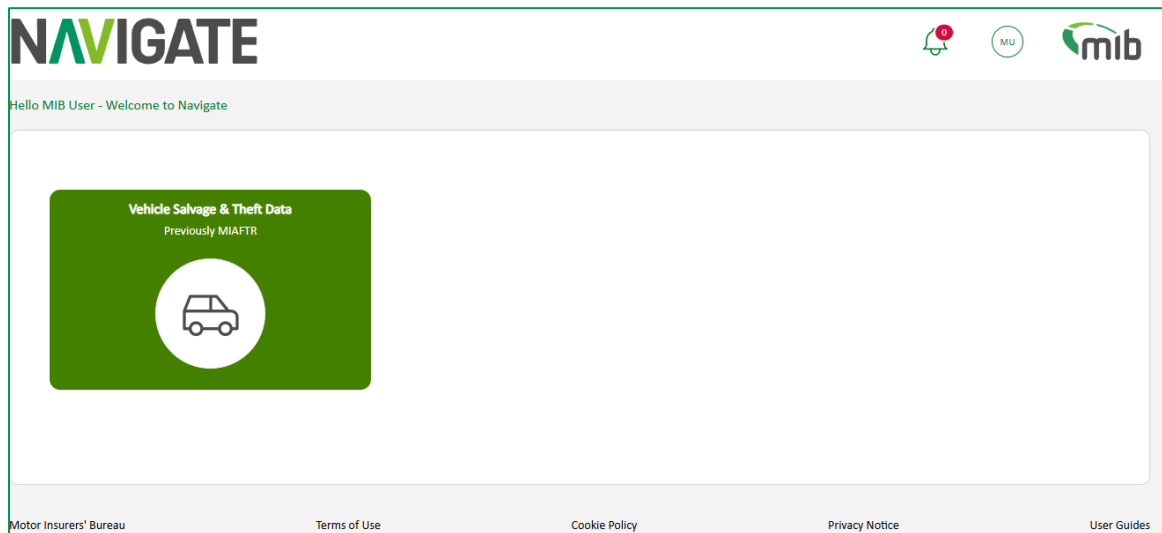
3.3 Accepting the Terms & Conditions

To proceed, scroll through the document and accept. You'll only see this when you first log in and if there are any changes to the T&Cs.



The screenshot shows a "Terms & Conditions" modal. At the top, it says: "Before you continue, please read and accept the Terms and Conditions. To understand how we process personal data, information can be found in our [privacy notice](#)." Below this is a scrollable area containing the text: "USER ACCESS TERMS AND CONDITIONS", "PLEASE READ CAREFULLY BEFORE ACCESSING ANY SERVICES VIA THE PLATFORM", and "These access user terms and conditions form a legal agreement between you (User or you) and Motor Insurers' Bureau (MIB, us or we) setting out our obligations towards each other." There are two checkboxes: "I declare that I understand it is a criminal offence to wrongfully obtain personal data via this portal and that I must only use personal data in compliance with UK GDPR." and "I agree to these terms and conditions which will bind you and, where applicable, your employees. These terms include, in particular, limitations on liability in clause 15 (MIB's Limitation of Liability)". At the bottom, there are "Accept" and "Decline" buttons, and a "Download PDF" link. The footer contains links for "Terms of Use", "Cookie Policy", and "Privacy Not".

You'll then be directed to the Navigate portal to access the **Vehicle Salvage & Theft Data** tile.



3.4 Forgotten your password or need to change it?

Select **Forgotten your password?** on the Navigate sign in page. Please note you can only reset your password once your account has been activated.

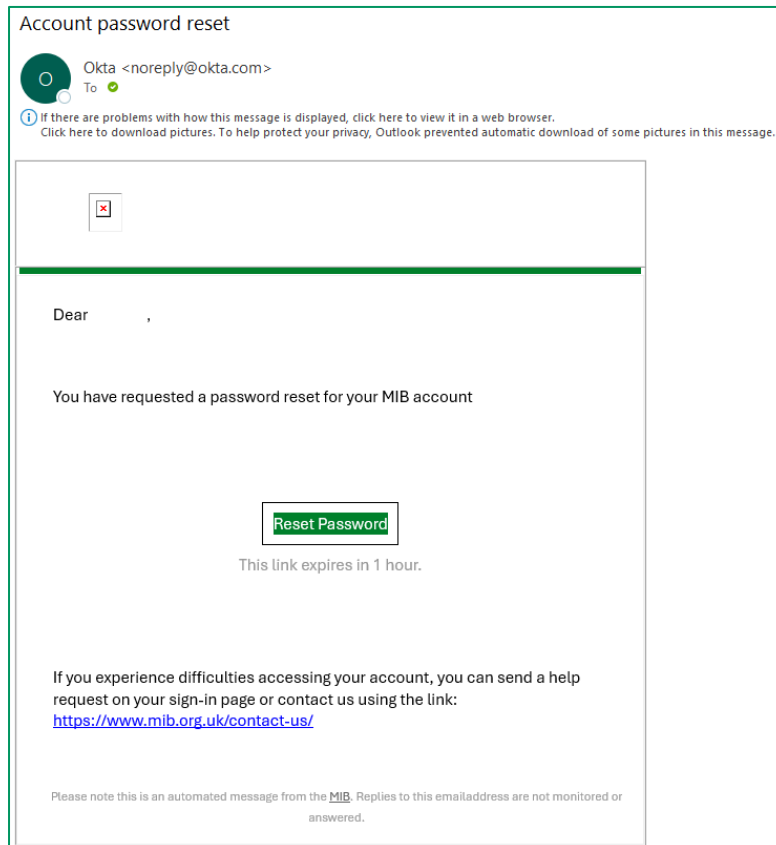
The screenshot shows the 'Sign in' page. It has a large 'Sign in' heading. Below it is a yellow banner with the text 'For further details on the Navigate programme and service status please'. There are two input fields: 'Email *' and 'Password *'. To the right of the password field is a 'Show password' button. Below the password field, the link 'Forgotten your password?' is highlighted with an orange box. At the bottom, there is a link 'Unlock your account'.

You'll be taken to the **Reset your password** page where you'll need to provide your email address that was used when your account was set up.

The screenshot shows the 'Reset your password' page. It features the mib logo at the top left. The heading 'Reset your password' is prominent. Below it, a message says 'Enter your email address. You will shortly receive an email with instructions on your next steps.' There is an 'Email *' input field. At the bottom left is a green 'Send email' button.

You'll receive an email to reset your password. Navigate uses a third party provider to make logging in to the platform easier and more secure.

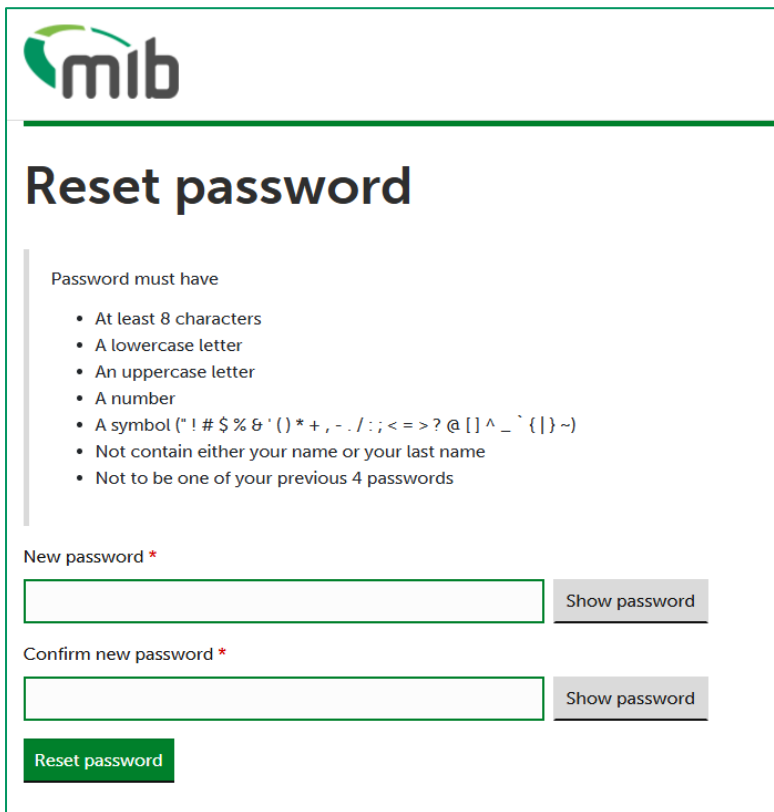
You'll need to follow the link in the email **within an hour** before the link expires or you'll have to repeat this process.



You'll then need to answer the **security question** you provided when you registered.

A screenshot of the MIB password reset page. At the top is the MIB logo. Below it is a large heading "Reset your password". Underneath the heading is the instruction "To reset your password, provide an answer to your security question." followed by the security question "What town/city was your first job in?*" in red text. Below the question is a text input field with the placeholder text "Answer". At the bottom of the form is a green button labeled "Reset password".

Proceed to **Reset password** and once you've entered and confirmed, click **Reset password** to save your changes.



mib

Reset password

Password must have

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (" ! # \$ % & ' () * + , - . / : ; < = > ? @ [] ^ _ ` { | } ~)
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

New password *

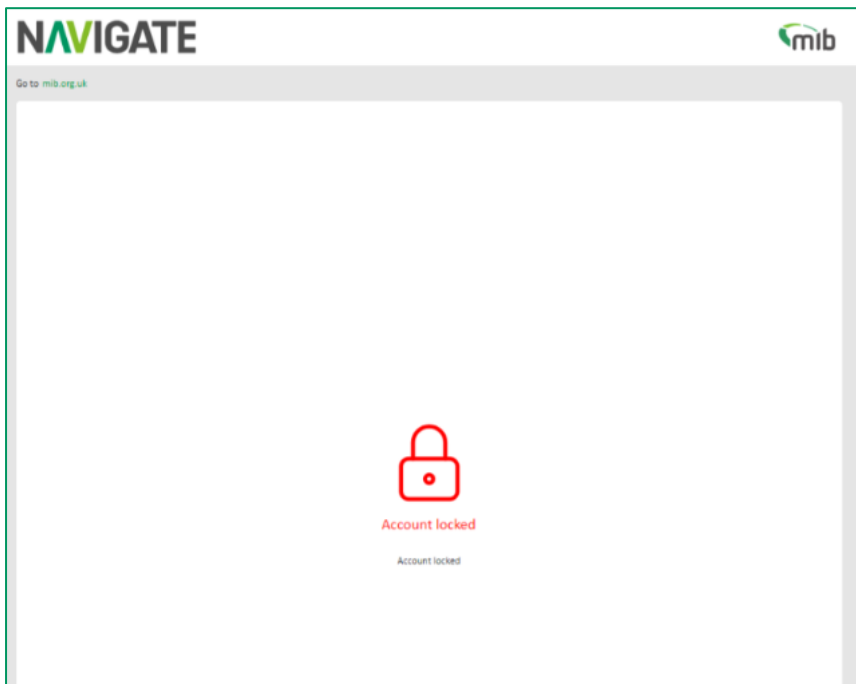
Confirm new password *

You'll then be asked to complete 2FA using either your email address or phone number. Authentication is needed if you forget your password or need to reset your account.

3.5 Getting Locked out of Navigate

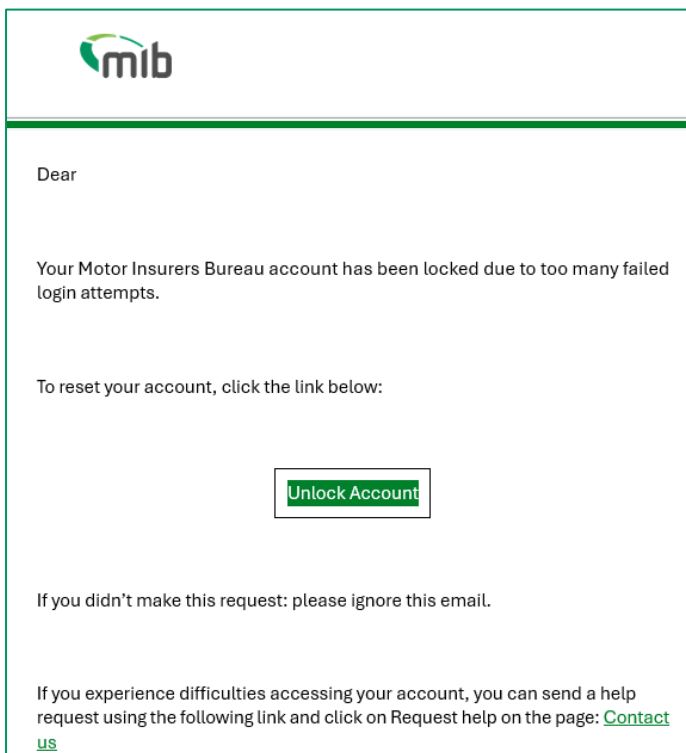
You can get locked out of your Navigate portal account for two reasons:

- **Account inactivity:** If you don't use Navigate for 90 days, your account will be locked. After 180 days of inactivity, your account will be deleted. If you've been locked, or suspended from using the Navigate portal, you'll be notified by email. You'll need to contact your organisation administrator who'll be able to reactivate your account. If you have been locked out and you are the sole organisation administrator, you'll need to raise a **Contact Us** form on the log in page so MIB can unlock your account.



- **User login issues** i.e. repeated incorrect password entry:

If you experience any log in issues which result in your account being locked, you'll get a notification on your screen and an email to advise that your account is locked. Your account will be unlocked automatically after 30 minutes but if immediate access is required, following the unlock process which includes clicking unlock your account, entering your email address to receive an unlock link. This will take you to a screen to answer your security question which will unlock your account.

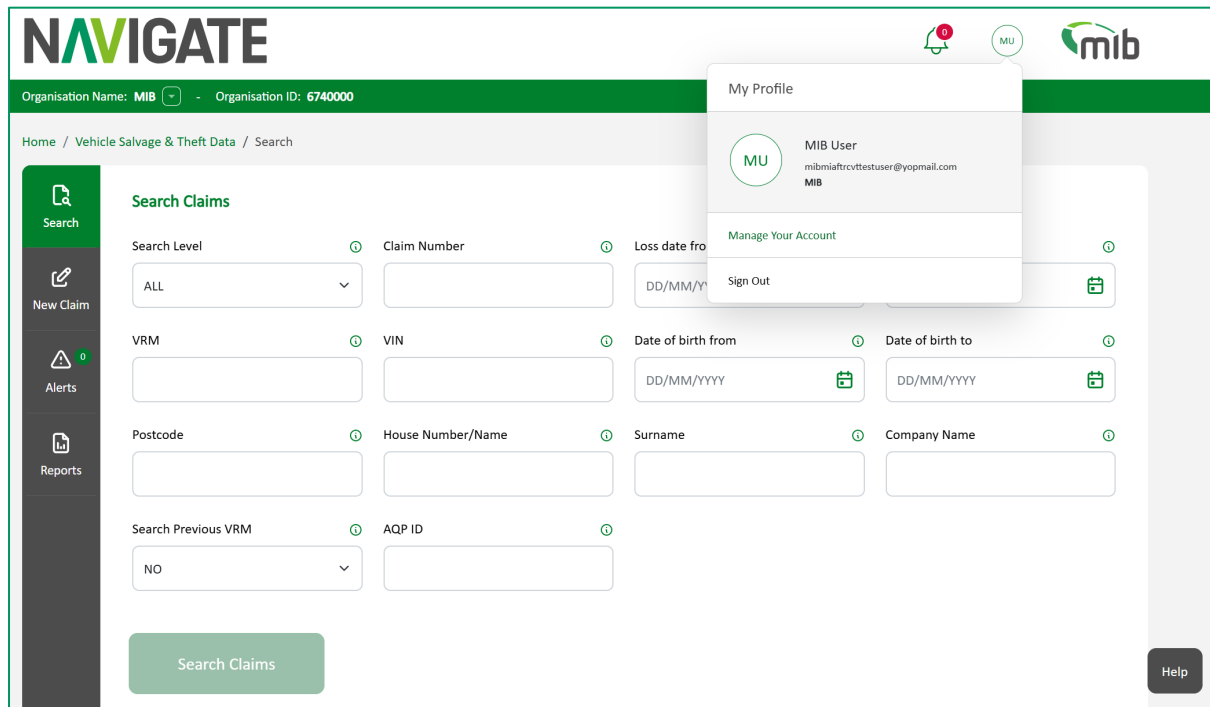


4 Managing your Account

4.1 Your Navigate Profile

To manage your Navigate portal account, click on your profile (the circle with your initials at the top of the page).

You'll also see a notification bell, where useful updates will be sent to keep you informed about updates, changes or issues.



My Profile will drop down with your User Details and these options:

- **Manage Your Account;** where you can change your password and your security question.
- **Sign Out;** click to Log out of the Navigate Portal

Click **Manage Your Account** to update your **Personal Information**.

Account management

❗ Close this browser window to go back to the service you are using.

Personal information

Select Edit and make changes

First Name *

MIB

Last Name *

User

Primary email *

mibmiaftrcvttestuser@yopmail.com

Save changes

Password

Change the password that you currently use to access your account. You will have to change your password every 3 months.

[Change password](#)

Security question

Select the security question and answer you will use to verify your identity.

[Change question](#)

If you need to change your first or last name, please contact your **Organisation or Branch Administrator** who will be able to edit those fields in your user profile. Changing your name here won't reflect in the Navigate portal.

Your Primary email can't be changed, and you'll need to contact your **Organisation or Branch Administrator** who'll be able to set up new **User Credentials** for you.

For more information about Organisation **or Branch Administrator** see VS&TD User Roles in **section 5**.

4.2 Changing your password

You can change your current password, click on **Change password** under the **Password** section.

Complete the fields on the **Change password** page.



[My Apps](#)
[Profile](#)
[My Factors](#)
[Logout](#)

Change password

[Back](#)

❗ Close this browser window to go back to the service you are using.

Your password has been updated.

Password must have

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (" ! # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~)
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

Current password *

Show password

New password *

Show password

Confirm new password *

Show password

Update password

You can change your security question in the **Security question** section.

You'll see your current security question.

Use the drop down to pick another question, provide an answer and click **Update Question**.



[My Apps](#)
[Profile](#)
[My Factors](#)
[Logout](#)

Security question

[Back](#)

❗ Close this browser window to go back to the service you are using.

Security question has been updated

Select a security question *

▼

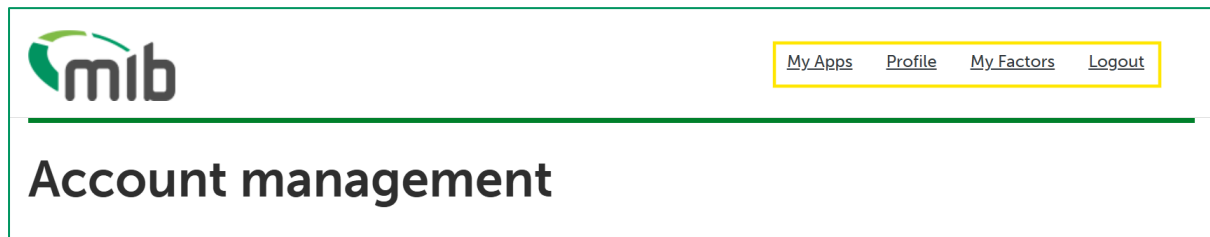
Security answer *

Update question

Within **Account Management**, you'll see:

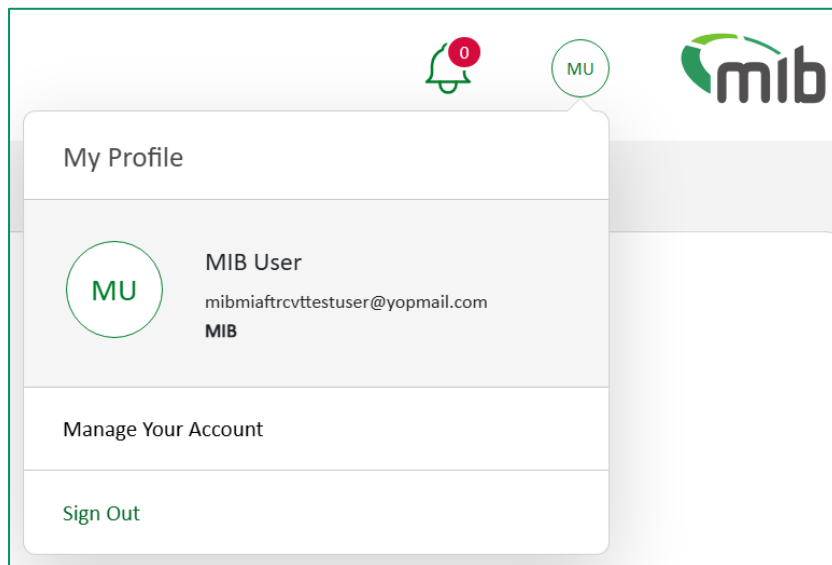
- **My Apps** - opens all Navigate services you have access to

- **Profile** - links to your account management page
- **My Factors** - shows alternative 2FA options if you haven't set these up already
- **Logout** - to sign out of your Navigate portal account



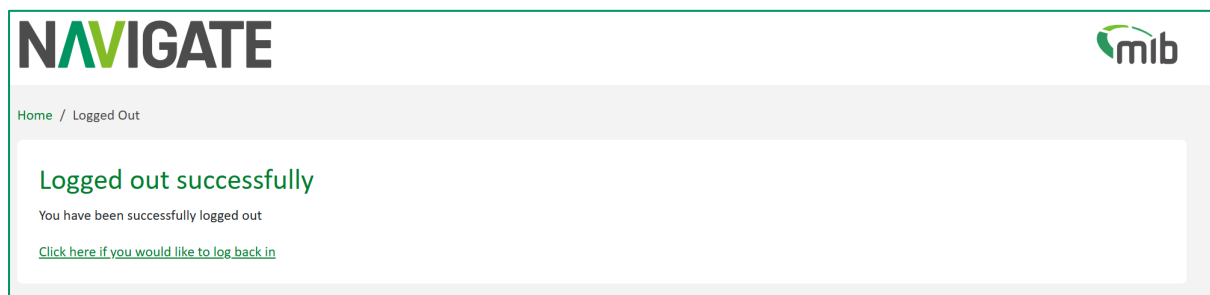
4.3 Signing/Logging out

To sign/log out of your account, click your **profile** button and **Sign Out**.



This will log you out and you'll get a **Logged out successfully** screen to confirm this.

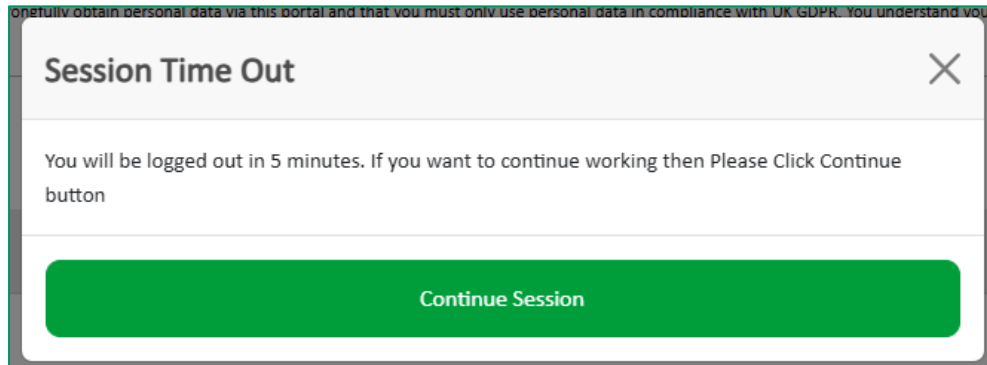
To Sign In again, use the link **Click here if you would like to log back in**, to take you to the sign in page.



4.4 Time out

If your session is about to time out, you'll get a warning that you'll be logged out in 5 minutes.

If you don't click **Continue Session**, you'll be logged out.



5 VS&TD User Roles

The level of access to VS&TD data depends on your User Role. Your User Role will determine the functionality and the type of data that you can access. User roles in VS&TD have changed for some users:

Key changes to note:

- There are two new roles to manage users in VS&TD.
The **Organisation Admin** (Org Admin) role which replaces the MIAFTR Access Manager role. The new **Branch Admin** role for user management within a branch.
- The **Management User** role continues but will no longer include user access management.
- **Fraud Investigator User** can no longer access Search Engineers' details via Settings.

Here are the roles available for VS&TD users in Navigate.

Role	What can you do?
Limited Enquirer (prev. Enquirer)	Search a vehicle using VRM or VIN. View claim versions and vehicle audit trail.
Full Enquirer	Search claims using all fields. View claim versions and claim audit trail.
Limited Input User (prev. Branch User)	Insert or amend a claim. Search claims using all fields. View claim versions and claim audit trail.
Full Input User (prev. Input User)	Insert, amend or delete a claim. Search claims using all fields. View claim versions and claim audit trail.
Management User	Insert, amend, delete or reinstate a claim. Search claims using all fields including postcode only. View versions and claim audit trail. View and manage alerts. Create reports.
Fraud Investigator	Search claims using all fields including postcode only. View versions and claim audit trail.
Organisation Admin (Org Admin)	View all organisation details including contacts. Create, edit and manage all branches. Add, edit and manage all users

	across the organisation and its branches. Create Branch Admin users.
Branch Admin	View organisation and branch details. Edit branch information to their assigned branch. Add, edit and manage users within their branch. View all users across the organisation.

You'll be given one of the roles above. You can also have an org admin or branch admin role assigned in addition to your role for user management.

6 Organisation ID structure

When you log in and click on the **VS&TD** tile, if your organisation only has one **Organisation ID** (previously known as Subscriber Code) associated to it, you'll be taken to the **search claims page**.

You'll see your **Organisation Name and ID** always visible on the top left.

NAVIGATE

Organisation Name: MIB - Organisation ID: 6740000

Home / Vehicle Salvage & Theft Data / Search

Search Claims

Search Level: ALL

Claim Number

Loss date from: DD/MM/YYYY

Loss date to: DD/MM/YYYY

VRM

VIN

Date of birth from: DD/MM/YYYY

Date of birth to: DD/MM/YYYY

Postcode

House Number/Name

Surname

Company Name

Search Previous VRM: NO

AQP ID

Search Claims

Help

However, if you have access to multiple **Organisation IDs** (Org IDs), you'll be presented with a popup to select the relevant organisation name and ID. To work within one of your **Org IDs**, you can type to search or select the organisation name you want in the drop down and click proceed.

NAVIGATE

Hello MIB User - Welcome to Navigate

Vehicle Salvage & Theft Data
Previously MIAFTR

Select the Organisation

Please select the organisation you are acting as or on behalf of:

Organisation Name

Select or enter the organisation name

Cancel Proceed

You can use the drop down at the top left to toggle between IDs.

Search	MIB (6740000)	ACTIVE
Search	MIB (6740001)	ACTIVE
ALL	MIB (6740002)	ACTIVE
	MIB (6740004)	ACTIVE
VRM	MIB (6740003)	RUNOFF
	MIB (6740005)	RUNOFF

Loss date from

DD/MM/YYYY

Loss date to

DD/MM/YYYY

Date of birth from

DD/MM/YYYY

Date of birth to

DD/MM/YYYY

Postcode

House Number/Name

Surname

Company Name

Search Previous VRM

NO

AQP ID

Search Claims

Help

7 Searching for Claims on VS&TD

Watch our demo video on how to search for claims on VS&TD here:

<https://www.mib.org.uk/replatforming/training/vstd-training/>

7.1 Search Claims

You can search for claims and potential matches using the **Search** page.

Please note: The information icon above a field gives you **Tooltips** that provides more information when hover over it.

The screenshot shows the NAVIGATE application interface. At the top, there's a header with the NAVIGATE logo, a notification bell, a user profile icon (MU), and the MIB logo. Below the header, a green bar displays 'Organisation Name: MIB' and 'Organisation ID: 6740000'. The main content area is titled 'Home / Vehicle Salvage & Theft Data / Search'. On the left, a dark sidebar contains icons for 'Search', 'New Claim', 'Alerts', and 'Reports'. The 'Search' icon is active. The main search area is titled 'Search Claims' and contains several input fields with information icons (i) above them: 'Search Level' (dropdown menu), 'Claim Number', 'Loss date from' and 'Loss date to' (date pickers), 'VRM', 'VIN', 'Date of birth from' and 'Date of birth to' (date pickers), 'Postcode', 'House Number/Name', 'Surname', 'Company Name', 'Search Previous VRM' (dropdown menu), and 'AQP ID'. A green 'Search Claims' button is at the bottom left, and a 'Help' button is at the bottom right.

Your level of enquiry access will determine the search fields and combinations you can use to make searches.

User roles	Search		
	Search with VRM, VIN & search previous VRM	Search all fields excluding postcode only	Search all fields and postcode only
Limited Enquirer (previous Enquirer)	✓		
Full Enquirer		✓	
Limited Input User (previous Branch User)		✓	
Full Input User (previous Input User)		✓	

Fraud Investigator			✓
Management User			✓

Enter your search data in the relevant fields ensuring that it meets required search field combination. See **section 14 Further Information** on all search fields and how they can be combined.

Once you've entered your search data, click **Search Claims** at the bottom of the screen.

7.2 Wildcard searches

A wildcard search helps you find claims with partial search data.

You need to enter at least the first 3 characters of your search data followed by Asterisk * to represent the wildcard.

You can use a wildcard in the following search fields to run partial matches:

- Claim Number
- VRM
- VIN
- Postcode (only first 2 characters required with another field)
- House number/name
- Surname
- Company name

To get the best results, only use one wildcard at a time and combine with other search fields, refer to table in **7.1** and **14.2** for successful combinations.

For example, entering the first 3 characters of a VRM followed by asterisks and combining with other search fields such as Claim number, loss date and surname.

7.3 Search warnings and errors

You may encounter warnings and errors once you click **Search Claims**.

7.3.1 Warnings

If your search is nonspecific or wide, you'll see a warning at the top of the search screen. E.g. The criteria entered may return too many or too little results, please update the search criteria.

Please read the warning and proceed:

- By clicking Dismiss, you dismiss the comment and stay on the Search screen.
- By clicking Continue to Search, you'll start the Search and will be shown your results.

7.3.2 Errors

If you've entered data that doesn't match the required search criteria, you'll get a red error message. To proceed you'll need to amend your search and click **Search Claims** to change your search.

Error messages you may see	Why you're seeing it	What you need to do
Unable to search with the values entered, please refine criteria and search again.	You've entered a search data combination which doesn't allow for a search.	Use the above table to create a successful search combination.
The field(s) highlighted in red do not meet the required criteria, please re-enter and press Search Claims.	Your search data isn't in the required format for the highlighted search field.	Please check and change the data in the field(s).
This search field cannot be used on its own.	The search function doesn't work without additional fields being completed.	Use the table above in 14.2 to create a successful search combination.
There are no claims that match your search criteria.	Your search didn't return any results.	Check and change your search to improve your results.

7.4 Search Results

7.4.1 Single claim match found

If your search criteria only matches with one claim, it'll be automatically opened/ displayed in **View Claim**. This is confirmed by the notification at the top of the screen.

If you had **Search Previous VRM** set to NO, a warning message will remind you that there may be more claims available to view. If you need to do this, go back to **Search Claims** page and set **Search Previous VRM** to YES.

NAVIGATE

Organisation Name: MIB - Organisation ID: 4640000

Home / Vehicle Salvage & Theft Data / Search / View Claim

View Claim

There may be further records associated with the VRM - please try searching using the 'Search Previous VRM' field

Only one claim matches your search criteria

CLAIM DETAILS

Back to Search Update Claim

Claim Number: DEMO101010 Organisation: MIB (4640000) Claim Status: INSERT Claim version 1 of 1

VEHICLE & CLAIMANT 01

VEHICLE DETAILS

VRM: TEST Find Vehicle

CLAIMANT DETAILS

Claimant Status: INSURED Policy Type: C - COMPREHENSIVE

Help

7.4.2 Multiple Claim matches found

If your search returns multiple claims, you'll see them listed. The display only shows 10 rows of matching records per page. So, to change the number of rows displayed, select the drop down next to **Show** and increase the number of rows you want displayed.

To sort your search results, hover over the column heading and click the arrow. Choose the record you need and select it.

If you had **Search Previous VRM** set to NO, a warning message will remind you that there may be more claims available to view. If you need to do this, go back to **Search Claims** page and set **Search Previous VRM** to YES.

Organisation Name: MIB

Organisation ID: 4640000

Search

New Claim

Alerts

Reports

16 matching records found

Claim Number	Loss Date	Name	DOB	Postcode	House Number/Name	VRM	VIN
MIB00016	01/01/2014	DPA DPA DPA			DPA	ABC123	WF0BXXBAJB2L77162
MIB00016	01/01/2014	DPA DPA DPA			DPA	DEF456	
MIB00017	29/01/2014	DPA DPA DPA			DPA	MJU456	
MIB00017	29/01/2014	DPA DPA DPA			DPA	321564	
MIB001	23/07/2013	DPA DPA DPA			DPA	MV03OKZ	
MIB002	23/07/2013	DPA DPA DPA			DPA	MV03OKZ	
MIB003	16/07/2013	DPA DPA DPA			DPA	DN02NUM	
MIB004	13/07/2013	DPA DPA DPA			DPA	MK12XSB	MLHJC50A2
MIB005	05/07/2013	DPA DPA DPA			DPA	MK12XSB	MLHJC50A2
MIB006	31/05/2013	DPA DPA DPA			DPA	FE52WRU	WF0BXXWP

Displaying Results 1 To 10 of 16

<

1

2

>

Show: 10 Rows

10 Rows

20 Rows

30 Rows

40 Rows

50 Rows

Help

7.4.3 No Matches

If there are no claims that match your search criteria, this may be due to no claim match or a VRM update. You'll see a notification to search again using **Search Previous VRM** set to YES or use other available fields.

Organisation Name: MIB

Organisation ID: 4640000

Home / Vehicle Salvage & Theft Data / Search

Search

New Claim

Alerts

Reports

Search Claims

There are no claims that match your search criteria, this could be due to a VRM update. Please search using the VIN, the 'Search Previous VRM' field or other available fields

Search Level

ALL

Claim Number

Loss date from

DD/MM/YYYY

Loss date to

DD/MM/YYYY

VRM

MIB

VIN

Date of birth from

DD/MM/YYYY

Date of birth to

DD/MM/YYYY

Postcode

House Number/Name

Surname

Company Name

Search Previous VRM

NO

AQP ID

Search Claims

Help

If you search with **Search Previous VRM** set to YES, you can only search with VRM. If there is still no matching claims found, you'll see a notification to search again using other available fields.

NAVIGATE

4

MU

mib

Organisation Name:

MIB

 - Organisation ID: 6740000

Search

New Claim

Alerts

0

Reports

Search Claims

There are no claims that match your search criteria, this could be due to a VRM update. Please search using the VIN field or other available fields

Search Level

ALL

Claim Number

Loss date from

DD/MM/YYYY

Loss date to

DD/MM/YYYY

VRM

12

VIN

Date of birth from

DD/MM/YYYY

Date of birth to

DD/MM/YYYY

Postcode

House Name/Number

Surname

Company Name

Search Previous VRM

YES

AQP ID

Search Claims

No result found

Help

VS&TD Police User Guide V1

26

8 Viewing a Claim

Depending on your role and access, not all data relating to that claim will be visible to you, see **section 5 VS&TD User Roles**.

The most recent version of the claim will be displayed. You can use the drop-down arrow to switch and view previous versions.

The claim status shows the last action on the claim. The claim statuses are listed below.

- **Protect** - the claim is being protected by a user; the Audit will indicate who.
- **Withdrawn** – the claim has been withdrawn by the claimant.
- **Repudiated** – the claim has been rejected/ declined by organisation handling the claim.
- **Amend** – a detail has been changed on the claim/ the claim is unprotected.
- **Delete** – the claim has been deleted. Only Fraud Investigators and Management Users can view deleted claims for their own organisation.

If the claim has multiple vehicles and claimants, vehicle 1 and claimant 1 details will be at the top, and you can view the other vehicle(s)/and claimant(s) details by scrolling down to the next drop down.

To download a copy of the claim details, click the **download button**.

To go back use the **Back to Search** button.

The screenshot displays the NAVIGATE system interface for viewing a claim. The top navigation bar includes the NAVIGATE logo, a notification bell with a red '1', a user profile icon labeled 'MU', and the 'mib' logo. Below this, a green header bar shows 'Organisation Name: MIB' and 'Organisation ID: 6740000'. The breadcrumb trail reads 'Home / Vehicle Salvage & Theft Data / Search / View Claim'. The left sidebar contains icons for Search, New Claim, Alerts (with a '0' badge), and Reports. The main content area is titled 'View Claim' and has two tabs: 'Claim Details' (active) and 'Audit'. In the 'CLAIM DETAILS' section, there is a 'Back to Search' button and a download icon (highlighted with a yellow box). The claim information is displayed in a table-like format: Claim Number (MIB00016), Organisation (MIB (4640000)), Claim Status (AMEND), and Claim version 3 of 3 (with a dropdown menu showing options 1, 2, and 3). Below this, there are two expandable sections: 'VEHICLE & CLAIMANT 01' and 'VEHICLE & CLAIMANT 02'. At the bottom, there are sections for 'VEHICLE DETAILS' and 'CLAIMANT DETAILS', each with input fields for VRM, Claimant Status, and Policy Type. A 'Help' button is located in the bottom right corner.

8.1 Audit

You can view the audit trail of a claim by selecting the **Audit** tab next to **claims details** on the **View Claim** page.

When a claim is inserted, amended or deleted an audit trail is created. Depending on your user role, you may only have limited audit details displayed. Any details not available to you, will be greyed out.

Audit data is displayed with the oldest activity first. Each audit record's heading will indicate what action was taken followed by the version number.

You can use the **Sort By** drop down to sort from newest to oldest or vice versa.

The audit trail will display with all audit record details expanded; **Collapse All** to view only the audit activity headings. To view a specific record, click the audit heading to expand further details. Use **Expand All** to revert to all audit record details being displayed.

The screenshot shows the NAVIGATE system interface. At the top, the header includes the NAVIGATE logo, a notification bell, a user profile icon, and the MIB logo. Below the header, a green bar displays 'Organisation Name: MIB' and 'Organisation ID: 4640000'. A breadcrumb trail reads 'Home / Vehicle Salvage & Theft Data / Search / View Claim'. The main content area is titled 'View Claim' and features a sidebar with icons for Search, New Claim, Alerts (3169), and Reports. The main panel has tabs for 'Claim Details' and 'Audit', with 'Audit' selected. A 'Sort By' dropdown menu is open, showing options: 'Select', 'Oldest to Newest', and 'Newest to Oldest'. To the right of the dropdown are icons for 'Expand All' and 'Collapse All'. The audit trail is displayed as a table with three visible rows: 'INSERT VERSION 1', 'AMEND VERSION 2', and 'AMEND VERSION 3'. The first row is expanded, showing details for the insertion action.

Activity date	Actioned by	Organisation ID	Organisation Name
29-01-2014 14:36:15		4640000	MIB
Organisation Department	Organisation Phone Number	Organisation Email Address	Navigate Organisation Name
GENEARL	01908830001	navigatesupport@mib.org.uk	MIB Insurer Test(N0001)

Below the table, there are expandable sections for 'AMEND VERSION 2' and 'AMEND VERSION 3'. A 'Help' button is located in the bottom right corner of the main panel.

The organisation who added the claim can be found in **INSERT VERSION 1**.

Updates are recorded as an **AMEND**.

The audit record table shows any changes, the date they were made and any relevant contact details.

A **Limited Enquirer** can only view limited details as it may contain personal data of the Claimant. All other user roles can view all details.

NAVIGATE

Organisation Name: MIB - Organisation ID: 4640000

Sort By: Select

Claims Collapse All

Search

New Claim

Alerts

Reports

Claim Details

Audit

INSERT VERSION 1

Activity date: 10-06-2025 10:35:32

Actioned by: [Redacted]

Organisation ID: 2040000

Organisation Name: MOTOR INSURERS BUREAU

Organisation Department: GENERAL

Organisation Phone Number: 765675339

Organisation Email Address: 2040000dummy_email@yop...

Navigate Organisation Name: Motor Insurers Bureau(NS341)

AMEND VERSION 2

Activity date: 10-06-2025 10:46:27

Actioned by: [Redacted]

Organisation ID: 2040000

Organisation Name: MOTOR INSURERS BUREAU

Organisation Department: GENERAL

Organisation Phone Number: 765675339

Organisation Email Address: 2040000dummy_email@yop...

Navigate Organisation Name: Motor Insurers Bureau(NS341)

Vehicle & Claimant 1 Update(s)

	Previous Value	Updated Value
Salvage Category	S	B
Vehicle Model	FIESTA	FOCUS

Help

8.1.1 Auto Updated VRM's and Audit Data

Where an **Auto VRM update** has occurred the **AUDIT** data will show if the update to the **VRM** was made by the **Retrospective Auto update (RETROBTC)** or **DVLA Auto update (CHRSHBTC)** process.

Once a week, notifications of VRM change are received from DVLA. Where the 17-digit **Vehicle Identification Number (VIN)** matches and the loss date precedes the new VRM change date provided by the DVLA, automated plate updates will be processed.

The current VRM will be placed into the **VRM** field and the VRM that is being replaced will be moved to the **Previous VRM** field. The **VRM Change Date** field will be populated with the provided DVLA change date. A new version of the claim and audit record will be created.

9 Adding a New Claim

Depending on your user role, see **section 5 VS&TD User Roles** you can add a claim.

Click on **New Claim** from the menu, to be taken to the **New Claim** page.

Please note: The information icon above a field gives you **Tooltips** that provides more information when hover over it.

9.1 Claim details

Under **CLAIM DETAILS**, you'll see a mandatory field for **Claim Number** and another with your **Organisation** name. Make sure your organisation is correct, particularly if you have multiple organisation IDs. See **section 6** for more information your organisation ID structure.

Claim Number is based on your claim reference and can't be duplicated within your organisation ID in VS&TD. However, the same claim number can be used by other organisations.

Under **VEHICLE & CLAIMANT 01**, you'll see fields for **VEHICLE DETAILS** and **CLAIMANT DETAILS**.

If you need to create a claims record with multiple vehicles and claimants, select **Add Another Vehicle & Claimant**.

The screenshot shows the NAVIGATE web application interface for creating a new claim. The top navigation bar includes the NAVIGATE logo, a notification bell, a user profile icon (MU), and the MIB logo. Below the navigation bar, the breadcrumb trail reads: Home / Vehicle Salvage & Theft Data / New Claim. The main content area is titled 'New Claim' and features a sidebar with icons for Search, New Claim, Alerts, and Reports. The 'New Claim' section is active, showing a 'Claim Details' tab. The 'CLAIM DETAILS' section includes a 'Claim Number' field and an 'Organisation' dropdown menu (currently showing 'MIB (6740000)'). There are buttons for 'Add Another Vehicle & Claimant' and 'Save Claim'. Below this is a section titled 'VEHICLE & CLAIMANT 01'. This section is divided into two columns: 'VEHICLE DETAILS' and 'CLAIMANT DETAILS'. The 'VEHICLE DETAILS' column includes a 'VRM' field with a 'Find Vehicle' button and a 'VIN' field. The 'CLAIMANT DETAILS' column includes a 'Claimant Status' dropdown, a 'Policy Type' dropdown, a 'Claim Type' dropdown, and a 'Registration Indicator' dropdown. A 'Help' button is located in the bottom right corner of the form area.

9.2 Vehicle details

Under **Vehicle details**, you can enter the **Vehicle Registration Mark (VRM)**. The **VRM** can be provided either in a UK VRM format (2 – 7 characters) or a foreign VRM format (2 – 14 characters).

For **both UK and Foreign registration**, the **VRM** field is **mandatory**.
Please note, include both VRM and VIN number wherever possible.

When entering a UK VRM, Registration Indicator should be **N-UK** and the VRM must match to the valid formats provided by the DVLA. If providing a foreign VRM, the **Registration Indicator** will need to be set to **F-Foreign**.

VRM must be left completely blank when the **Registration Indicator is set to Unregistered**, however, a **Vehicle Identification Number (VIN)** must be entered. If **Registration Indicator is set to Unknown** a VRM can be entered.

Please note, no spaces should be entered in the VRM field and if a VRM isn't available the VIN number must be entered.

Once you've entered a VRM, you can then click **Find Vehicle** to do a vehicle details look up.

VEHICLE & CLAIMANT 01

VEHICLE DETAILS

The Vehicle Registration Mark (VRM) of the vehicle, allocated by the relevant authority.

VRM ⓘ

TEST

Find Vehicle

VIN ⓘ

Registration Indicator *

SELECT OPTION ▼

SELECT OPTION

N - UK

Z - UNREGISTERED

F - FOREIGN

U - UNKNOWN

Vehicle Make *

Vehicle Colour

Available vehicle details will be shown in a popup.

Find Vehicle

The following vehicle details have been found.

VRM	SC54AUM
VIN	W0L0TGF485G040449
Vehicle Make	VAUXHALL
Vehicle Model	VAUXHALLASTRA SPORT TWINPORT
Colour	BLACK
Vehicle Type	CAR
Registration Indicator	UK
Cert of Destruction	
COD Date	

Do you want to use these vehicle details?

Don't Use

Use These Details

When using **Find Vehicle**, if you choose not to use the results shown or when no vehicle is found, you'll need to enter the vehicle details manually.

Please note, check that you've entered the VRM correctly and redo the search if needed.

Vehicle Identification Number (VIN) is the vehicle's chassis number assigned by the manufacturer. The DVLA standard VIN is 17 characters in length, and the last 6 characters must be numbers. However, VIN's don't always conform to the DVLA standard, and a short VIN may be applied.

The VIN can be auto populated using **Find Vehicle** or it can be entered manually.

VEHICLE DETAILS

VRM

VIN

Registration Indicator

SELECT OPTION

Vehicle Identification Number (VIN) for a vehicle. The chassis number of the vehicle allocated by the manufacturer at the factory where the vehicle was built. Note: The DVLA VIN requires the last 6 characters are numeric (O's converted to 0's).

For **Registration indicator** (mandatory) one of four options must be selected either manually or via **Find Vehicle** details.

- **N – UK:** the **VRM** must conform to the valid formats as provided by the DVLA
- **F – FOREIGN:** changes the VRM to 14 characters and makes VRM a mandatory field.
- **Z – Unregistered:** a VRM can't be saved but a VIN must be provided.
- **U – Unknown:** a VRM, VIN or both can be provided.

If none of the above are selected, an error message will show when saving the claim.

ERROR: Registration Indicator must be selected

Registration Indicator *

SELECT OPTION

SELECT OPTION

N - UK

Z - UNREGISTERED

F - FOREIGN

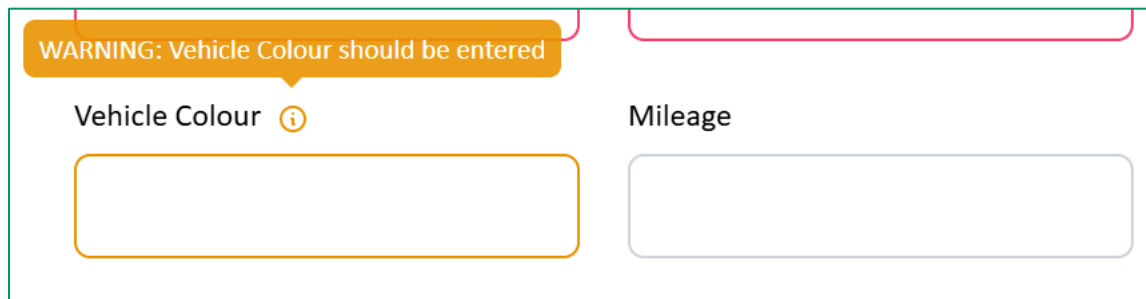
U - UNKNOWN

Vehicle Make field is mandatory and must be completed. It can be entered manually or via **Find Vehicle**. The field allows up to 16 characters to be entered.

Vehicle Model is also a mandatory field apart from when **Registration Indicator** is **Unregistered** when it can be left blank. You can complete this manually or using **Find Vehicle**. The field will allow up to 16 characters to be entered.

When the **Vehicle model** is not provided and if **Registration indicator** isn't set to **Unregistered**, an error message will show.

The **Vehicle Colour** field isn't mandatory but is useful and should be provided if available. It allows up to 19 characters and can be entered manually or using **Find Vehicle** details. As it's a preferred field, you'll get an amber warning message if it's not provided. However, this doesn't stop you from saving the claim.

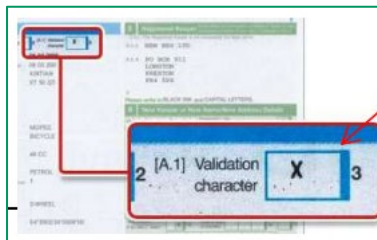


A screenshot of a web form. At the top, an orange warning box with a speech bubble icon contains the text "WARNING: Vehicle Colour should be entered". Below this, there are two input fields. The first is labeled "Vehicle Colour" with an information icon (i) and has an orange border. The second is labeled "Mileage" and has a grey border.

Mileage is an optional field for the recorded mileage of the vehicle. Enter numbers only with a maximum length of 6 numbers. When the mileage is unknown leave the field empty.

Although the **V5 Validation Character** is optional, this information is used by the DVLA so please provide where possible.

The V5 character is found on the vehicle's logbook (also known as V5 DVLA form).



If an invalid V5 Validation Character is provided an error will be presented when saving the claim. You need to correct invalid characters to save to the claim.

Vehicle Type is a mandatory field and has **CAR** selected as the default.

ERROR: V5 Validation Character contains invalid characters

V5 Validation Character ⓘ

.

Cert of Destruction

UNKNOWN ▼

Loss Date *

11/09/2025 

Vehicle Type *

CAR ▼

CAR

MOTORCYCLE

COACH MINIBUS

COMMERCIAL VAN

AGRICULTURAL

PLANT

MOTORHOME

If you need to change it, do so manually or use **Find Vehicle**.

The **Cert of Destruction** field is to record Certificate of Destruction (COD) or Notification of Destruction (NOD). The COD confirms that the vehicle has been confirmed as destroyed. The NOD essentially is the same as a COD but refers to commercial vehicles and motorbikes.

You can't edit this field. It'll be defaulted as **UNKNOWN**.

The **COD Date** field can't be changed as it shows the date of certification provided by the DVLA.

This field will only be populated when a **Cert of Destruction** is matched.

Cert of Destruction

UNKNOWN ▼

COD Date

DD/MM/YYYY 

Loss Date (mandatory) uses a calendar and must be in **DD/MM/YYYY** format.

Please note, you can't enter a future date or a date prior to the year 1850.

ERROR: Loss Date must be entered

Loss Date * ⓘ

DD/MM/YYYY

Loss Notification Date

17/09/2025

Assessment Date

DD/MM/YYYY

Category *

T OPTION

Salvage retained - Additional Information

An amber warning message shows if the **Loss Date** is older than 12 months, but this doesn't stop you from saving your claim.

NAVIGATE

Organisation Name: MIB - Organisation ID: 6740000

Search

New Claim

Alerts

V5 Validation Character

Vehicle Type *

CAR

Cert of Destruction

UNKNOWN

COD Date

DD/MM/YYYY

WARNING: Loss Date is more than 12 months old

Loss Date * ⓘ

13/09/2023

Loss Notification Date

17/09/2025

Loss notification date (preferred) is the date your organisation became aware of the claim. An amber warning will show if the date isn't given but this doesn't stop you from saving your claim.

If the **Loss Notification Date** is date earlier than the **Loss Date**, an error message will show, and you'll need to correct it.

Cert of Destruction: UNKNOWN

COD Date: [empty]

Address: [empty]

Loss Date *: 13/09/2025

Loss Notification Date: 11/09/2025

Address: [empty]

ERROR: Loss Notification Date cannot be prior to Loss Date

Loss type is mandatory, and you need to choose an option from the drop down.

These are the Loss Types:

THEFT UNRECOVERED is a vehicle that has been stolen and currently unrecovered. If this loss type is selected, **Engineer Assessment Date**, **Cause of Damage**, **Salvage Category** and **Salvage Retained** fields will be unavailable.

Loss Type *: THEFT UNRECOVERED

Engineer Assessment Date: DD/MM/YYYY

Cause of Damage: SELECT OPTION

Salvage Category: SELECT OPTION

Salvage Retained: UNKNOWN

DAMAGED is a vehicle that has sustained significant damage to constitute a total loss. If selected **Cause of Damage** and **Salvage Category** fields are mandatory.

Loss Type * DAMAGED	Engineer Assessment Date
Cause of Damage * ⓘ SELECT OPTION	Salvage Category * ⓘ SELECT OPTION
Salvage Retained UNKNOWN	

ERROR: Salvage Category must be selected for Loss Types Damaged and Recovered Total Loss

RECOVERED UNDAMAGED is a vehicle that at the time of recovery had sustained no damage. **Engineer Assessment Date**, **Cause of Damage** and **Salvage Category** fields will be unavailable.

Loss Type * RECOVERED UNDAMAGED	Engineer Assessment Date DD/MM/YYYY
Cause of Damage SELECT OPTION	Salvage Category SELECT OPTION
Salvage Retained UNKNOWN	

RECOVERED TOTAL LOSS is a stolen vehicle that has been recovered with damage at the time of recovery. The fields **Salvage Category** and **Cause of Damage** are mandatory.

Loss Type * RECOVERED TOTAL LOSS	Engineer Assessment Date
Cause of Damage * ⓘ SELECT OPTION	Salvage Category * ⓘ SELECT OPTION
Salvage Retained UNKNOWN	

ERROR: Salvage Category must be selected for Loss Types Damaged and Recovered Total Loss

RECOVERED DAMAGED is a stolen vehicle that has been recovered with minimal damage and doesn't constitute a total loss. The field **Cause of Damage** is mandatory, and **Salvage Category** is unavailable.

The screenshot shows a form with the following fields:

- Loss Type ***: A dropdown menu with "RECOVERED DAMAGED" selected.
- Engineer Assessment Date**: A date input field with the placeholder "DD/MM/YYYY" and a calendar icon.
- Cause of Damage * ⓘ**: A dropdown menu with "SELECT OPTION" selected, highlighted with a red border.
- Salvage Category**: A dropdown menu with "SELECT OPTION" selected, which is disabled (greyed out).
- Salvage Retained**: A dropdown menu with "UNKNOWN" selected.

Engineer Assessment Date (preferred) can only be entered when the Loss Type is **Damaged, Recovered Damaged or Recovered Total Loss**. It records the date an engineer assessed the vehicle and should be entered in **DD/MM/YYYY** format.

Cause of Damage is dependent on the **Loss Type** provided. If **Loss Type** is **Theft Unrecovered**, **Cause of Damage** is unavailable.

When the **Cause of Damage** is applicable and not provided, an error message will be presented. This must be corrected to save the claim.

Salvage Category can be mandatory depending on the **Loss Type** and **Cause of Damage**. When a **Salvage Category** is required but not provided, an error message will show.

You'll be able to use the drop down to select a **Salvage Category**, the choices depend on your loss date. If your loss date is on or after 1 October 2017 the available Salvage Categories are A, B, S or N.

The screenshot shows the **Salvage Category * ⓘ** dropdown menu. A red error message box at the top states: "ERROR: Salvage Category must be selected for Loss Types Damaged and Recovered Total Loss". The dropdown list is open, showing the following options:

- SELECT OPTION
- SELECT OPTION
- A - SCRAP
- B - BREAK
- S - STRUCTURAL REPAIRABLE
- N - NON-STRUCTURAL REPAIRABLE

If your Loss Date is before this date, the Salvage Categories available are A, B, C or D.

Loss Date * ⓘ 01/09/2017	Loss Notification Date 02/09/2017
Loss Type * DAMAGED	Engineer Assessment Date DD/MM/YYYY
Cause of Damage * ACCIDENT	Salvage Category * ⓘ SELECT OPTION
Salvage Retained UNKNOWN	SELECT OPTION A - SCRAP B - BREAK C - REPAIRABLE EXCEED PAV D - REPAIRABLE DO NOT EXCEED PAV
Salvage Retained - Additional Information 	

Salvage Retained field shows **UNKNOWN** by default. This is a conditional field which depends on the **Loss Type** provided.

If the **Loss Type** is **Theft Unrecovered**, the field isn't required and for all other **Loss Type**, it's an optional field.

You can use the drop down to select who has retained the salvage.

Salvage Retained UNKNOWN
UNKNOWN INSURER CLAIMANT OTHER

The **Salvage Retained – Additional Information** field is optional, and the free text box has 25 characters limit which can be completed once the claim is saved.

Salvage Retained - Additional Information

|

Previous VRM and **VRM Change Date** fields are optional. If the vehicle you've entered had another VRM previously associated to it, use **Previous VRM** to enter it. If you know the exact date the **Previous VRM** was changed to the current, then you can add this in **VRM Change Date**.

Once a claim is saved, matching occurs on the most recent VRM, but you can manually add a **Previous VRM** and **VRM Change Date** that should trigger a match.

For **VRM Change Date**, only enter the exact date or leave it blank.

Previous VRM	VRM Change Date														
	DD/MM/YYYY 														
AQP ID	< 2025 September > <table border="1"><thead><tr><th>SU</th><th>MO</th><th>TU</th><th>WE</th><th>TH</th><th>FR</th><th>SA</th></tr></thead><tbody><tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr></tbody></table>	SU	MO	TU	WE	TH	FR	SA	31	1	2	3	4	5	6
SU	MO	TU	WE	TH	FR	SA									
31	1	2	3	4	5	6									
Is Photograph Available?															

AQP ID is an optional field for Appropriately Qualified Person's Identity.

An Appropriately Qualified Person is someone who has a comprehensive technical education and training record relevant to motor vehicle repair.

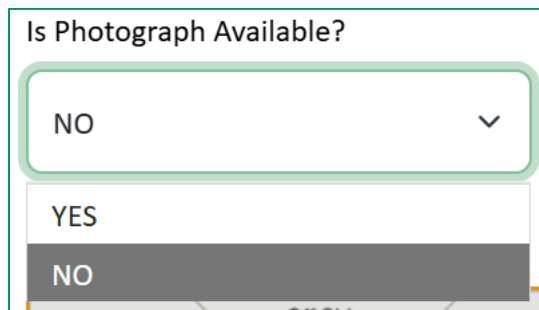
You can provide the ID of the Appropriately Qualified Person who confirmed the Salvage Category for the vehicle. The field format is 2 letters followed by 5 numbers without spaces. This is optional but if provided must meet the expected format.

ERROR: Invalid format AQP ID entered

AQP ID 

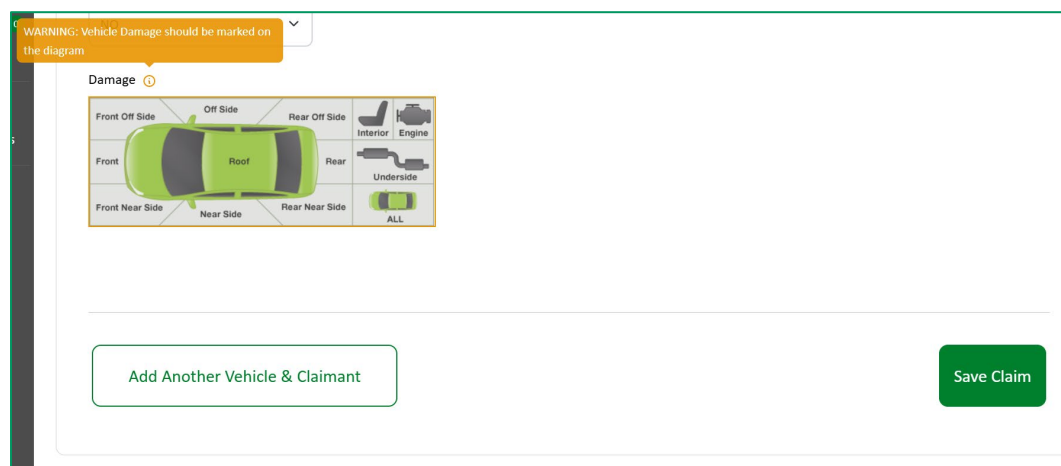
Is Photograph Available? This is optional and set to NO by default. Select YES if you have photograph(s) of the vehicle damage.

Please note: Photographs can't be uploaded, and this field only shows whether the organisation has photographs available.



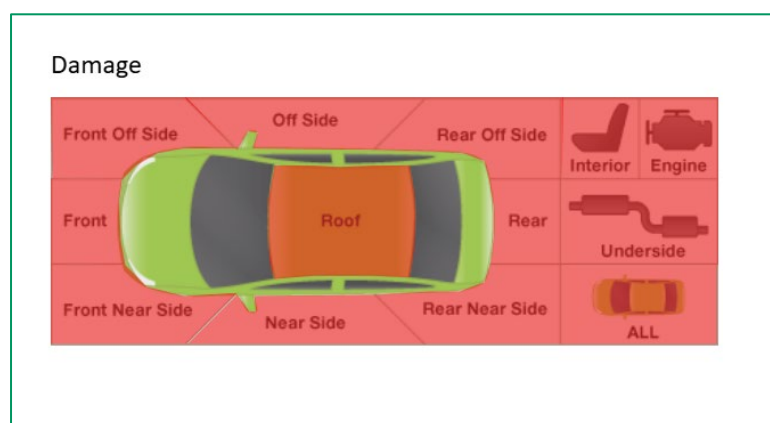
The screenshot shows a dropdown menu titled "Is Photograph Available?". The menu is open, displaying three options: "NO" (selected), "YES", and "NO" (repeated). The "NO" option is highlighted with a green border.

Damage (preferred) shows a graphic image of the vehicle to allow you to mark the areas of damage. Click areas directly on the image to highlight damage in red and click again to undo. If you don't complete this, you'll see a warning.



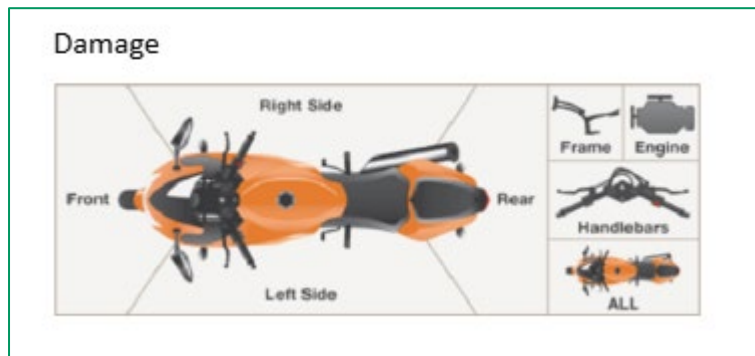
The screenshot shows the "Damage" graphic interface. At the top, there is a warning message: "WARNING: Vehicle Damage should be marked on the diagram". Below the warning, there is a "Damage" label with a yellow circle icon. The main graphic is a top-down view of a car with various parts labeled: Front Off Side, Off Side, Rear Off Side, Interior, Engine, Front, Roof, Rear, Underside, Front Near Side, Near Side, Rear Near Side, and ALL. The "ALL" option is highlighted in red. Below the graphic, there are two buttons: "Add Another Vehicle & Claimant" and "Save Claim".

You can select **ALL** on the **Damage** graphic to show there was damage to ALL areas of the vehicle.



The screenshot shows the "Damage" graphic interface with the "ALL" option selected. The entire car graphic is highlighted in red, indicating that damage is marked on all areas of the vehicle.

When you choose Motorcycle as the Vehicle Type, the graphic will automatically change.



9.3 Claimant Details

On the **Claim Details** page, you need to add **Claimant Details**.

Provide as much claimant data as possible to ensure data completeness. This can also help to match with any relevant existing claims.

Claimant Status (mandatory field) select one of the options from the drop-down list.

NAVIGATE

Organisation Name: MIB - Organisation ID: 6740000

CLAIM DETAILS

You must fill in the boxes marked *

Claim Number * Organisation *
 MIB (6740000)

VEHICLE & CLAIMANT 01

VEHICLE DETAILS

VRM Find Vehicle

VIN Registration Indicator *
 SELECT OPTION

Vehicle Make * Vehicle Model *

CLAIMANT DETAILS

Claimant Status * Policy Type *
 Select Option Select Option

INSURED
 THIRD PARTY
 JOINT POLICY HOLDER
 INSURED AND JOINT POLICY HOLDER
 UNKNOWN

Claimant is registered keeper *
 Find Address

Help

Policy type (mandatory) must be selected from the drop-down.

CLAIMANT DETAILS

Claimant Status *
 Select Option ▼

Policy Type *
 Select Option ▼

Claim Type *
 Select Option ▼

Postcode *

Policy Type Options:
 Select Option
 C - COMPREHENSIVE
 N - NON-COMPREHENSIVE
 S - SELF-INSURED
 U - UNKNOWN

Claim type (mandatory) use the drop-down to select either **PERSONAL** or **CORPORATE**, to ensure the correct fields are displayed for the claim type.

ERROR: Claim Type must be selected

Claim Type * ⓘ

Select Option ▼

Select Option

PERSONAL

CORPORATE

If you've selected **PERSONAL** for Claim Type, fields for **Forename**, **Middle Name** and **Surname** will be displayed.

Forename (preferred) and **Middle Name** (optional) should be provided if available.

Surname is mandatory except when **Claimant Status** is set to **THIRD PARTY**. Where the surname isn't supplied and the **Claimant Status** is not **THIRD PARTY** a red error will show.

CLAIMANT DETAILS

Claimant Status *

Select Option

Policy Type *

Select Option

Claim Type *

PERSONAL

Forename

Middle Name

Surname *

Date of Birth

DD/MM/YYYY

Claimant is registered keeper *

Select Option

Postcode *

Find Address

Date of Birth (preferred) must be entered in **DD/MM/YYYY format**. The date can't be a future date and must not be earlier than the permitted driver age.

ERROR: The age of the Claimant must be older than 16

Date of Birth

If you've selected **CORPORATE** for **Claim Type**, a **Claimant Company Name** field will be displayed.

If the **Claimant status** is **THIRD PARTY** and the **Claim type** is **CORPORATE**, the **Claimant Company Name** field is optional.

CLAIMANT DETAILS

Claimant Status *

Select Option

Policy Type *

Select Option

Claim Type *

CORPORATE

Claimant Company Name

Claimant is registered keeper *

Select Option

Postcode *

Find Address

House Name/Number *

Claimant is registered keeper (mandatory). Select yes, no or unknown.

CORPORATE

ERROR: Claimant is Registered Keeper must be selected

Claimant is registered keeper *

Select Option

Select Option

Y - REGISTERED

N - UNREGISTERED

U - UNKNOWN

You **must** enter a **Postcode** in the **UK Postcode** field unless the **Claimant Status** is set to **THIRD PARTY** and/or the **Registration Indicator** is set to **F – FOREIGN**.

Enter at least the first three characters of the postcode. If you want to use the Find Address function, enter the full postcode.

Using **Find Address** will show a list of matching addresses. Matched addresses can either be applied to the claim or discarded. If the matched addresses are discarded or the address is not found, you'll need to add it.

Address Line 1, 2, 3 and County (optional) these can be auto populated using the Find Address function but can also be added manually.

No addresses found, please enter your details below

House Name/Number * ⓘ

Address Line 1

Address Line 2

Address Line 3

Town/City * ⓘ County

If the **Claimant Status** is **THIRD PARTY** or the **Registration Indicator** is **F – FOREIGN**, the Address fields will change from mandatory to optional.

9.3.1 Adding Another Vehicle and Claimant

The first claimant you add will be recorded as Claimant 1. If two or more claimants need to be added to the same claim, select **Add Another Vehicle & Claimant**. The claimant details will be numbered in sequential order.

Please note, you'll get a notification to remind you that the previous vehicle and claimant details aren't saved yet and changes will not be saved until you save the claim.

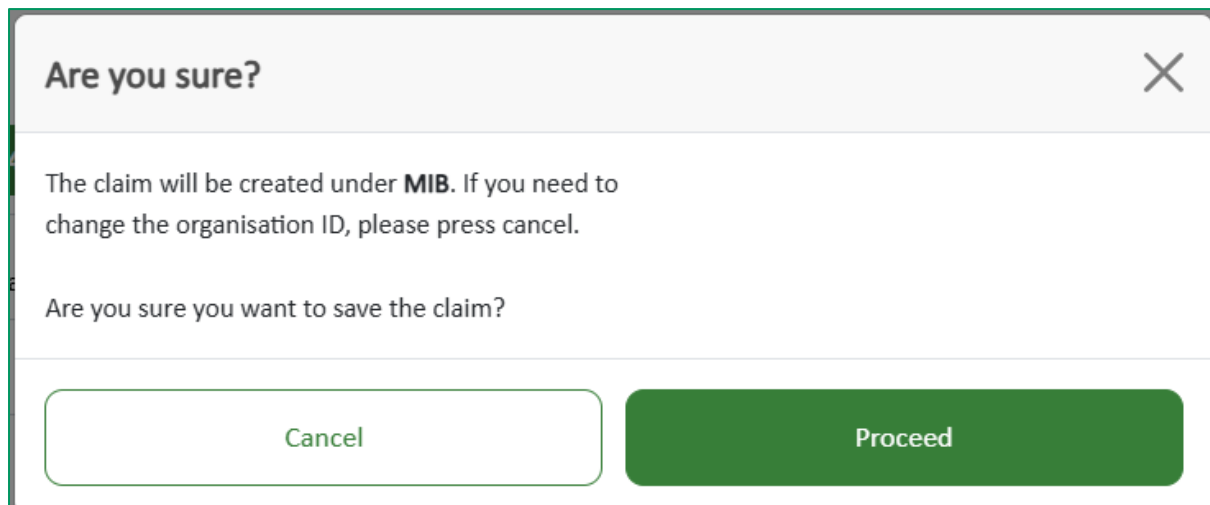
You can copy details of other claimants already entered using **Copy Claimant Detail**.

To remove the additional **Vehicle & Claimant**, select either the bin icon or Delete Vehicle & Claimant and Confirm.

9.4 Saving a New Claim and troubleshooting errors

When you've completed the **New Claim**, click **Save Claim**.

The claim will be saved successfully if all mandatory and preferred fields are completed to requirements. Click Proceed to save the claim.



Are you sure?

The claim will be created under **MIB**. If you need to change the organisation ID, please press cancel.

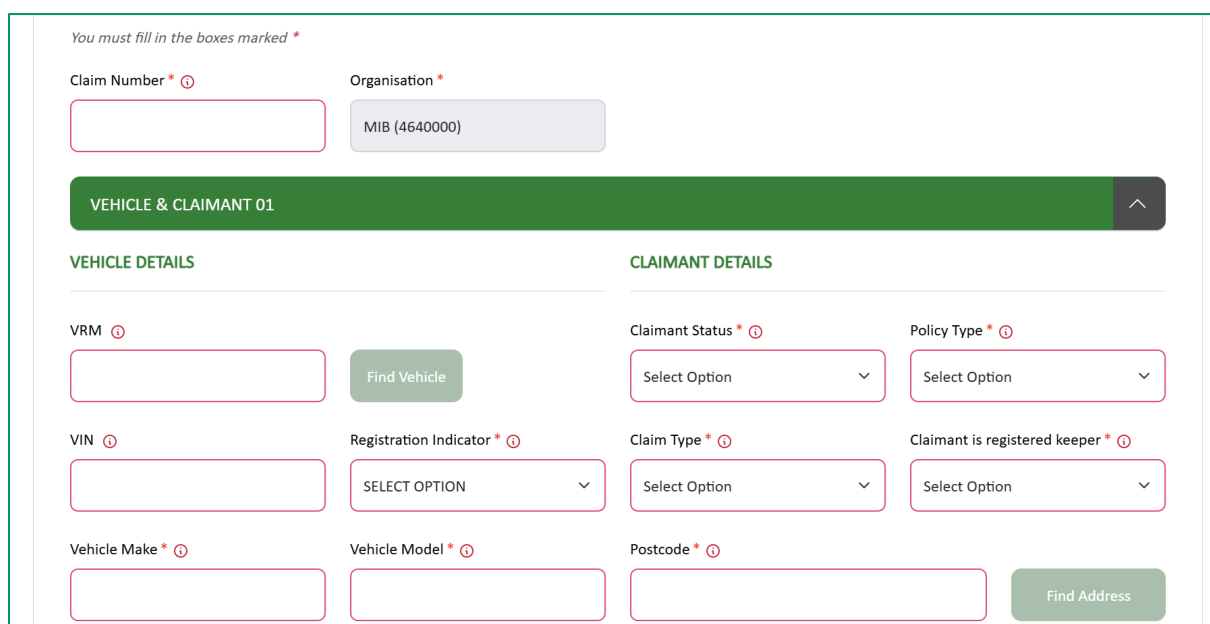
Are you sure you want to save the claim?

Cancel **Proceed**

You'll be notified and taken to the Matches tab of the View Claim page.

If data is incorrect or insufficient, a red error with amber warnings will show.

You **must** correct any incorrect fields indicated, before you can save your claim. All mandatory fields are highlighted with an *.



You must fill in the boxes marked *

Claim Number *  Organisation *
 MIB (4640000)

VEHICLE & CLAIMANT 01

VEHICLE DETAILS

VRM  **Find Vehicle**

VIN  Registration Indicator * 

Vehicle Make *  Vehicle Model *  Postcode *  **Find Address**

CLAIMANT DETAILS

Claimant Status *  Policy Type * 

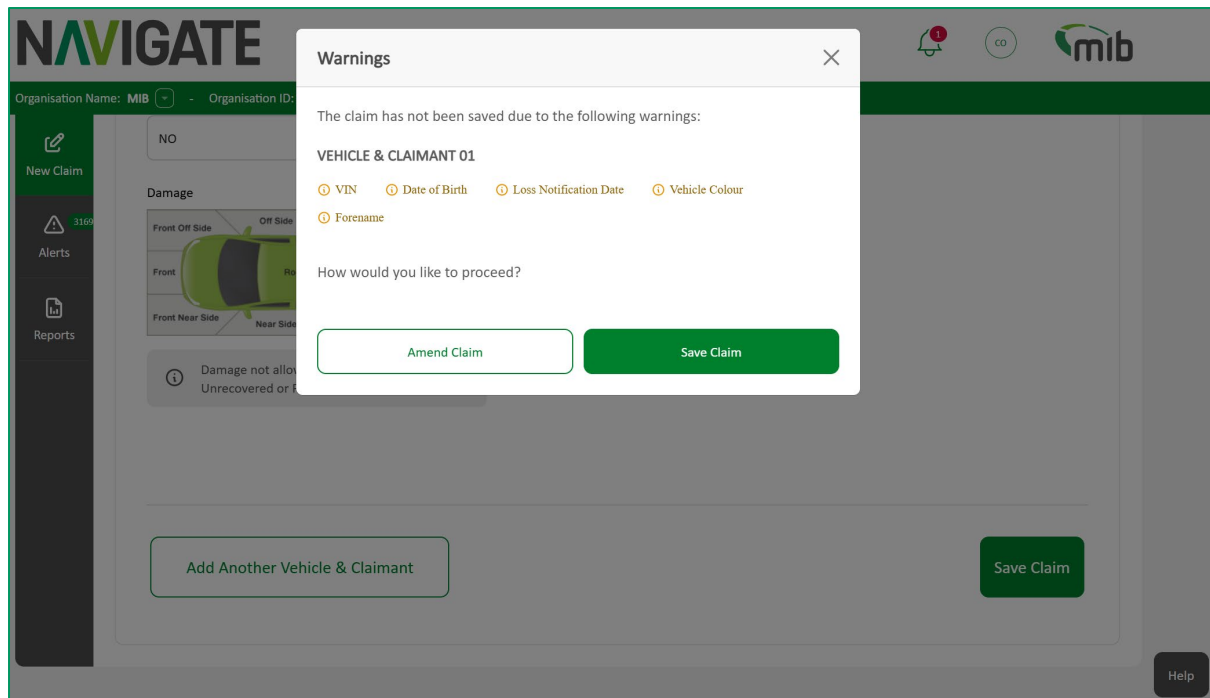
Claim Type *  Claimant is registered keeper * 

The Amber warning reminds you of fields that aren't mandatory but preferred and should be completed wherever possible. The preferred data fields are Date of Birth, VIN, Loss Notification Date and Vehicle Colour. However not completing them won't stop you saving your claim.

Hover over highlighted areas for further details. Once you've corrected all red errors, you can choose to Save Claim with outstanding amber warnings.

If you **Save Claim** and only have amber warnings, you'll get a pop up to highlight this. You can choose to save without further input.

Click **Amend Claim** if you want to go back to check and change these preferred fields.



9.5 View Matches

When you've saved your claim, it'll be checked for matches against existing VS&TD claims, VRM updates and stolen vehicle data. Any claims that contain matches will show on the **Matches** tab.

A scroll bar shows when more than 3 matches are returned. The data that is matched will show in **bold**.

Select the matched claim to see the full **Claim Details**.

9.5.2 Stolen vehicle data matches

If a match is found with any existing claims with a stolen vehicle marker, this will be displayed in a separate table.

NAVIGATE

Organisation Name: MIB

Organisation ID: 4640000

Search

New Claim

Alerts

Reports

Organisation ID	4640000	4640000
Organisation Name	MIB	MIB
Organisation Contact	NAVIGATE	NAVIGATE
Organisation Department	GENEARL	GENEARL
Organisation Phone Number	01908830001	01908830001
Organisation Email Address	navigatesupport@mib.org.uk	navigatesupport@mib.org.uk

STOLEN MATCH

VRM

VIN

Loss Date

Loss Type

VRJK031

VF15RSN0A54766421

01/08/2025

THEFT UNRECOVERED

Cause of damage

Salvage Category

U

There is 1 stolen match.

VRM	LV16BXJ
VIN	VF15RSN0A54766421
Vehicle Description	RENAULT CLIO DYNAMIQUE NAV 16V
Date	01/02/2021
Constabulary	Police

Help

10 Amending a Claim

The VS&TD user roles that can amend claims are **Full Input User**, **Limited Input User** and **Management User**.

You'll first need to search and select the claim you want to update.

Select **Update Claim**.

The screenshot shows the NAVIGATE system interface for viewing and updating a claim. The top navigation bar includes the NAVIGATE logo, a notification bell, a user profile icon, and the MIB logo. Below the navigation bar, the page title is 'View Claim'. The main content area is divided into sections: 'CLAIM DETAILS' and 'VEHICLE & CLAIMANT 01'. The 'CLAIM DETAILS' section includes fields for 'Claim Number' (CLAIMG031), 'Organisation' (MIB (4640000)), 'Claim Status' (INSERT), and 'Claim version 1 of 1' (1). The 'VEHICLE & CLAIMANT 01' section is further divided into 'VEHICLE DETAILS' and 'CLAIMANT DETAILS'. The 'VEHICLE DETAILS' section includes fields for 'VRM' (VRJK031), 'VIN' (redacted), and 'Registration Indicator' (redacted). The 'CLAIMANT DETAILS' section includes fields for 'Claimant Status' (INSURED) and 'Policy Type' (C - COMPREHENSIVE). Buttons for 'Back to Search', 'Update Claim', and 'Find Vehicle' are visible. A sidebar on the left contains links for 'Search', 'New Claim', 'Alerts', and 'Reports'. A 'Help' button is located in the bottom right corner.

You can change existing **Vehicle and Claimant details** or add **another Vehicle or Claimant**.

All fields can be updated except **Claim Number** and **Organisation**.

Save Claim to update your amendments.

All mandatory fields must be completed and any red errors corrected before an update can be saved. Amber warnings don't stop you from saving claim updates.

Where fields are updated an audit record will be created.

NAVIGATE 🔔 CO mib

Organisation Name: **MIB** - Organisation ID: **4640000**

Home / Vehicle Salvage & Theft Data / Search / View Claim / Update Claim

Update Claim

CLAIM DETAILS Back to Search View Current Matches Add Another Vehicle & Claimant Save Claim

You must fill in the boxes marked *

Claim Number: CLAIMG031 Organisation: MIB (4640000) Claim Status: INSERT Claim version 1 of 1

VEHICLE & CLAIMANT 01

VEHICLE DETAILS VRM: VRJK031 Find Vehicle

CLAIMANT DETAILS Claimant Status: INSURED Policy Type: C - COMPREHENSIVE

Help

You can amend a claim's status to Withdraw, Repudiate, Protect or Delete depending on your user role and access, see **section 5 VS&TD User Roles** and **section 8** claim statuses and their meanings.

Please note, only **Full Input** and **Management Users** have permission to change a claim's status to **DELETE**. Only **Management Users** can reinstate a deleted claim back to **AMEND**.

To amend a claim's status, select **Claim Status** drop down on the **Update Claim** page. You can then select the status you need. The claim status needs to be changed separately to other updates.

NAVIGATE 🔔 CO mib

Organisation Name: **MIB** - Organisation ID: **4640000**

Home / Vehicle Salvage & Theft Data / Search / View Claim / Update Claim

Update Claim

CLAIM DETAILS Back to Search View Current Matches Add Another Vehicle & Claimant Save Claim

You must fill in the boxes marked *

Claim Number: MIB1234567 Organisation: MOTOR INSURERS BUREAU (20400) Claim Status: AMEND Claim version 5 of 5

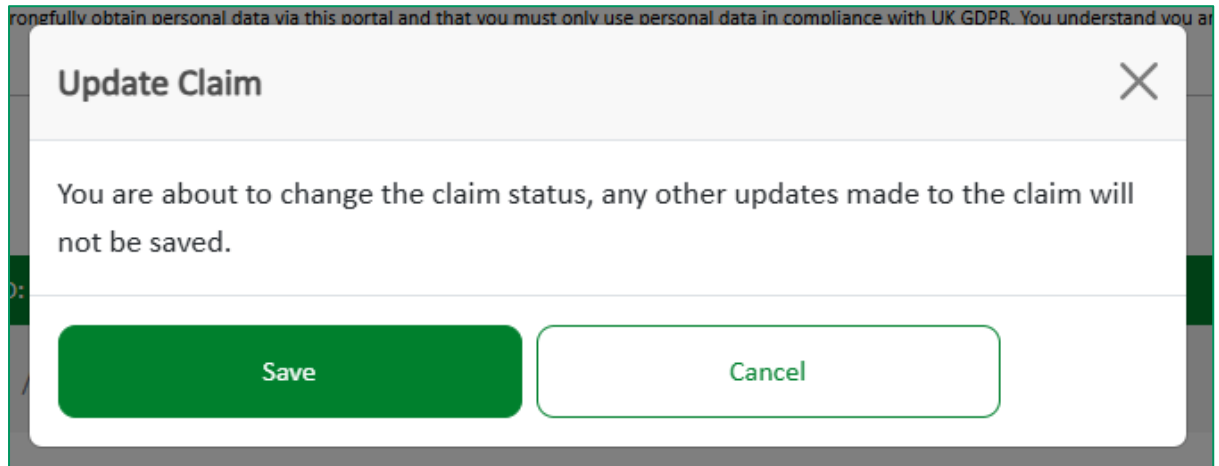
VEHICLE & CLAIMANT 01

VEHICLE DETAILS VRM: Find Vehicle

CLAIMANT DETAILS Claimant Status: Policy Type:

Help

You then need to confirm whether you want to Save the claim status change.



11 Alerts

If you're a **Management User**, you have access to View and Manage **Alerts**.

Alerts below are created when your organisation adds or updates claims within **VS&TD**:

- PNC Missing Alert
- PNC Missing Delayed Alert
- Claim Matched (Registering Party) Alert
- Cherish Transfer Alert

The below Alerts are triggered when another claim matches a claim previously added:

- Total Loss Alert
- Theft Alert

The below alerts when external data sources are updated:

- PNC Removal Alert
- Plate Updated Alert

You'll see them at the notification bell or click **Alerts** in the menu.

NAVIGATE

Organisation Name: MIB - Organisation ID: 4640000

Home / Vehicle Salvage & Theft Data / Alerts

View Alerts

Current Alerts

There are 31695 current alerts

Retain Selected Delete Selected

Claim Number VRM Find

☐	Alert Date	Alert Reason	Claim Number	Loss Date	Alert Expiry Date	Date Reviewed	Reviewed By
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3377	20/08/2020	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3858	16/02/2025	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3273	26/04/2009	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3343	23/09/2017	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3868	28/06/2019	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3817	10/07/2013	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3383	26/03/2017	21/09/2025		

Help

Click **Alerts** to access your current alerts. Alerts are available initially for 14 days. During this period, you can choose to retain (extend) that alert for a specified time period. Alerts will be automatically deleted after this period.

You can use **Claim Number** or **VRM** to search and find a specific alert.

You can retain or delete any alerts by ticking the box for alerts that you'd like to action and click **Retain Selected** or **Delete Selected**.

When you choose **Retain Selected**, all selected alerts you've ticked will be retained for a specified time period. An **Alert** that has been deleted can't be undone.

NAVIGATE

Organisation Name: MIB - Organisation ID: 4640000

Home / Vehicle Salvage & Theft Data / Alerts

View Alerts

Current Alerts

There are 31695 current alerts

Retain Selected Delete Selected

EXAMPLE VRM Find

	Alert Date	Alert Reason	Claim Number	Loss Date	Alert Expiry Date	Date Reviewed	Reviewed By
☒	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3377	20/08/2020	21/09/2025		
☐	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3858	16/02/2025	21/09/2025		
☒	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3273	26/04/2009	21/09/2025		
☒	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3343	23/09/2017	21/09/2025		
☒	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3868	28/06/2019	21/09/2025		
☒	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3817	10/07/2013	21/09/2025		
☒	07/09/2025	PNC Removal Alert	UKVD_BATCH01_3383	26/03/2017	21/09/2025		

Help

Select the alert you want to open from **Current Alerts**.

On the **Alert Details** page, you'll find the claim's reference and the alert details; including alert history and alert actions notes.

Once you've reviewed the alerts, you'll see the **Date Reviewed** and **Reviewed By** fields filled with the date and your username.

To return to the list of alerts select **Back to View Alerts** or you can click **View Claim** to open the claim.

NAVIGATE

Organisation Name: MIB - Organisation ID: 4640000

Home / Vehicle Salvage & Theft Data / Alerts / View Alert

View Alert

Back to View Alerts View Claim

Alert Details

Alert Date: 07/09/2025 Alert Reason: PNC Removal Alert

Alert Expiry Date: 21/09/2025 Claim Number: UKVD_BATCH01_3858 Loss Date: 16/02/2025 Organisation: DR Testing (8400000)

PNC Removal Alert

Records received from the Police National Computer indicate that the vehicle associated with your claim has been recovered.

Claim Number: UKVD_BATCH01_3858

Loss Date: 16/02/2025

Help

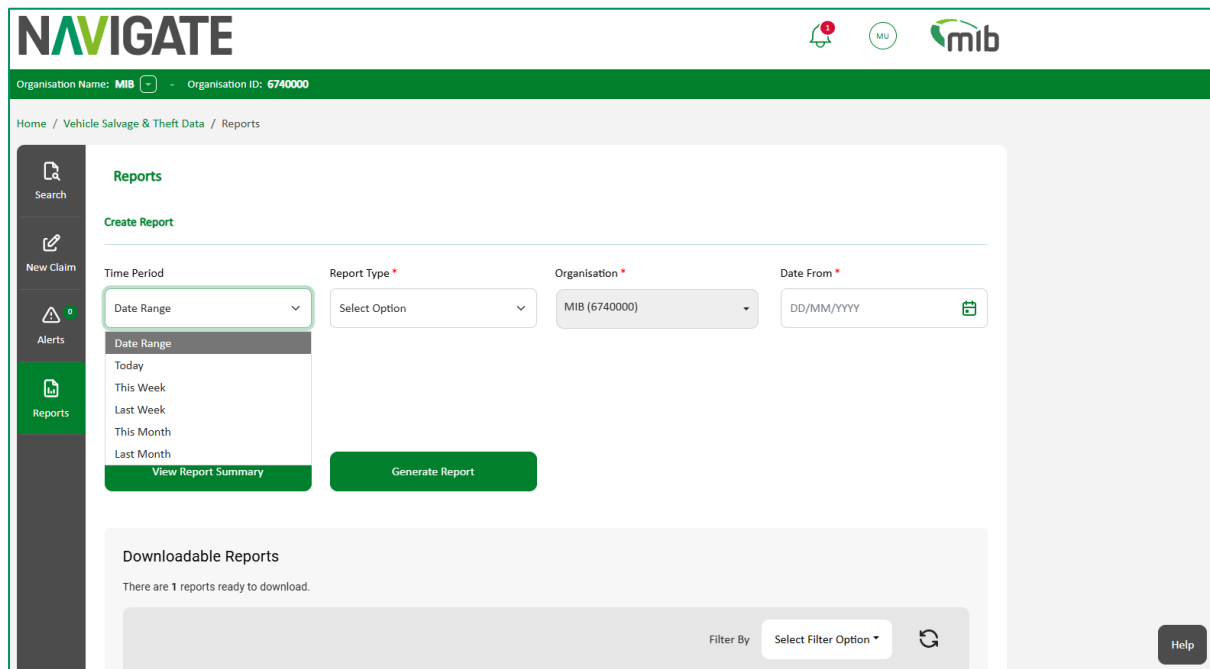
12 Reporting

As a **Management User**, you can access your reports by selecting **Reports**.

Select the **Report Type** and your date range to create your report. The **Time Period** will auto populate the date, and you can amend this field.

Report Name	Description
Anti-Fraud Matches	This report shows any matches to claims details entered by the organisation.
Amendments	This report shows any Amends that have been made to claims and includes by which organisation with access to the Org ID.
Search Activity	This report shows a list of search activities that were carried out by the organisation.
Registration Activity	This report shows volume of claim activity which includes Insert, Amend and Withdrawal etc that were carried out on a specific Org ID.

You can then choose to **View Report Summary** or click **Generate Report**.



When you select **Generate Report**, the report will be available in **Downloadable Reports** where you'll find all the reports you've created.

NAVIGATE

Organisation Name: MIB - Organisation ID: 6740000

Home / Vehicle Salvage & Theft Data / Reports

Search

New Claim

Alerts

Reports

Reports

Create Report

Time Period

Report Type *

Organisation *

Date From *

Date To *

Today

Registration Activity

MIB (6740000)

26/09/2025

26/09/2025

View Report Summary

Generate Report

Please click Refresh button to view the report in the 'Downloadable Reports' section

Downloadable Reports

There are 1 reports ready to download.

Filter By

Select Filter Option

Help

Please note, the Last Login Report has been moved to be visible to only the Org Admin.

VS&TD Police User Guide V1

59

13 Getting Support

13.1 Finding further information when you're using the Navigate portal

Click **Help** within Navigate, and then select **Help Centre** to access:

- FAQs
- User Guide and Quick Start Guides
- Video Demos

13.2 Using the Contact Support form in Navigate

If you're unable to locate the information you require via the Help Centre, click **Contact Support** and complete the form to send us a query or report an issue.

When you're signed into the **Navigate portal**, the form will have your contact details already filled in. If you're **not** signed in, you'll need to complete those fields.

Let the MIB's Support Team know what help you need by selecting **Area of Issue**.

Give as much detail as possible including:

- The service you need help with (MIPD, VS&TD or Org Admin)
- The task you attempted to complete
- Any file/ claim references/ VRM
- Screenshots of the issue (if you aren't logged in, you can email after submitting)

The screenshot shows a 'Contact Support' form with the following fields and options:

- Your Name***: Text input field.
- Email***: Text input field.
- Organisation***: Text input field.
- Phone No***: Text input field.
- Area of Issue***: Dropdown menu with the following options:
 - Select Option
 - Search Query
 - Account Query
 - Account Amendment
 - System Error/Issue
 - Technical Issue/Query
 - Reporting Query
 - Testing Query
 - Other Query
- Brief Description***: Text area with a character count of 0/500.
- Submit**: Green button.

If you're signed in, you'll see your reference number. You'll also receive an email with your reference number for both logged in and non-logged in Contact Forms. This email will come

from mib@service-now.com . You must whitelist this email address to be able to receive updates about your support queries.

The Navigate Support Team will email you any responses from this email address and you'll be able to respond by replying directly to the emails.

Please note, for your response to be linked to your ticket, ensure you use the same email address you used to submit the ticket and the reference provided at bottom of the initial email remains.

Navigate Support Team

NAVIGATE

Find out more: [MIB Replatforming](#)

MIB is a not-for-profit organisation. Our mission is to reduce uninsured driving, compensate victims of uninsured and untraced drivers, and manage insurance data securely for the industry.

 Please consider the environment before printing this email

Ref:MSG2103340_Sf0TTOCACoIaeOBqBSrY

14 Further Information

14.1 Navigate Portal User Role Matrix – Vehicle Salvage & Theft Data Functionality

Functionality		Navigate Portal User Roles								
		Management User	Fraud Investigator	Limited Enquirer	Full Enquirer	Limited Input User	Full Input User	MIAFTR Reporting	Org Admin	Branch Admin
Search	Search with VRM, VIN & previous VRM			✓						
	Search all fields excluding postcode only				✓	✓	✓			
	Search all fields including postcode only	✓	✓							
View	View all claim details excluding deleted claims			✓	✓					
	View vehicle details only			✓						
	View different claim versions	✓	✓	✓	✓	✓	✓			
	View more than 25 claims	✓	✓		✓					

Functionality		Navigate Portal User Roles								
		Management User	Fraud Investigator	Limited Enquirer	Full Enquirer	Limited Input User	Full Input User	MIAFTR Reporting	Org Admin	Branch Admin
	View all claim details including deleted claims	✓	✓							
Audit	Audit trail	✓	✓	✓ – Vehicle details only	✓	✓	✓			
Insert Claims	New claim	✓				✓	✓			
Claims Maintenance	Amend	✓				✓	✓			
	Protect claim	✓				✓	✓			
	Unprotect claim	✓				✓	✓			
	Withdraw claim	✓				✓	✓			
	Repudiate claim	✓				✓	✓			
	Delete claim	✓					✓			
	Reinstate deleted claims	✓								
Alerts	View and manage alerts	✓								
VS&TD Reports	View and create VS&TD reports	✓						✓		

Functionality		Navigate Portal User Roles								
		Management User	Fraud Investigator	Limited Enquirer	Full Enquirer	Limited Input User	Full Input User	MIAFTR Reporting	Org Admin	Branch Admin
Org and Branch Admin	View all org and branch details								✓	✓
	View and filter all branches								✓	✓
	Create branches								✓	
	Edit branch								✓	✓ – only for own branches
	View and filter all users								✓	✓
	Create and edit all users								✓	
	Create and edit branch users								✓	✓ – only for own branches
	View user reports								✓	✓ – only for own branches
	View all Org ID's for the organisation								✓	✓

14.2 Search field combinations

Key:

- ✓ - search fields can be combined – note across the same search fields means it can be used on its own
- ✓ * - wildcard search on column search field can be with combined search field across on row
- ✓ ** - wildcard search using either search fields can be combined with the other

Search Field	Claim Number *	Surname *	Date of Birth	Company name *	Postcode *	Loss date	VRM*	VIN *	First line address *	Previous VRM	AQP ID
Claim Number *	✓	✓ **	✓	✓ **	✓ **	✓	✓ **	✓ **	✓ **		✓
Surname *	✓ **		✓		✓ **	✓	✓ **	✓ **	✓		✓
Date of birth	✓ *	✓ *			✓ *	✓	✓ *	✓ *	✓		✓
Company name *	✓ **			✓	✓ **	✓	✓ **	✓ **	✓ **		✓
Postcode *	✓ **	✓ **	✓	✓ **	✓	✓	✓ **	✓ **	✓ **		✓
Loss date	✓ *	✓ *	✓	✓ *	✓ *		✓ *	✓ *	✓		✓
VRM *	✓ **	✓ **	✓	✓ **	✓ **	✓	✓	✓ **	✓ **	✓	✓
VIN *	✓ **	✓ **	✓	✓ **	✓ **	✓	✓ **	✓	✓ **		✓
First line address *	✓ **	✓ *	✓	✓ **	✓ **	✓	✓ **	✓ **	✓		✓
Previous VRM							✓				
AQP ID	✓	✓	✓	✓	✓	✓	✓	✓	✓		

14.3 Search fields

The table below shows all the search fields in Navigate and how you need to use them.

Search field	Mandatory or Optional	Type of data	Character Limit	Validations	Search field requirement
Search Level	Mandatory	List	-	-	-
Claim Number	Optional	Numbers and letters only	24	-	A wildcard * character can be used after the first 3 character if the claim number is accompanied with another search field.
Loss Date From	Optional	DD/MM/YYYY	-	1. Future dates should not be available for selection. 2. Past date should not be less than year 1850. 3. Where the 'Loss date' is not entered as DD/MM/YYYY and search is executed, system will throw error. 4. A calendar icon is available, and the user can search and select the appropriate date.	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.
Loss date to	Optional	DD/MM/YYYY	-	1. Future dates should not be available for selection. 2. Past date should not be less than year 1850. 3. Where the 'Loss date' is not entered as DD/MM/YYYY, and search is executed, system will throw error. 4. A calendar icon is available, and the user can search and select the appropriate date.	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.

Search field	Mandatory or Optional	Type of data	Character Limit	Validations	Search field requirement
VRM	Optional	Numbers and letters only	UK VRM: 7 Foreign VRM: 14	User will be able to search VRM with initial 3 or more characters/ numbers or suffix 3 or more characters/ numbers	The licence or registration number of the vehicle, allocated by the relevant authority. A wildcard * character can be used after the second character if the VRM is accompanied by another search field.
VIN	Optional	Numbers and letters only	17	User will be able to search VIN with initial 3 or more characters/numbers or suffix 3 or more characters/ numbers	Vehicle Identification Number for a vehicle. The chassis number of the vehicle allocated by the manufacturer at the factory where the vehicle was built. Note: The DVLA VIN requires chars. 12 to 17 to have O's and I's changed to 0's and 1's. A wildcard * character can be used after the first character if the VIN is accompanied by another search field.
Date of Birth From	Optional	DD/MM/YYYY	-	1. The 'Date of birth' cannot be in the future. 2. The 'Date of birth' should not be older than 119 years	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.
Date of Birth To	Optional	DD/MM/YYYY	-	1. The 'Date of birth' cannot be in the future. 2. The 'Date of birth' should not be older than 119 years	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.
Postcode	Optional	Numbers and letters only	9		A partial postcode followed by a wildcard * must be accompanied by

Search field	Mandatory or Optional	Type of data	Character Limit	Validations	Search field requirement
					another search field. A wildcard * character can be used after first 2 characters.
House number/ name	Optional	Numbers and letters only	30		A house name or number can only be used if accompanied by another search field. Consider using * after the number (wildcard) if the address can't be found.
Surname	Optional	Character	30		Surname can only be used in conjunction with other search fields. A wildcard * character can be used after the first 3 characters.
Company name	Optional	Character	40		
Search previous VRM	Optional	List	-		
AQP ID	Optional	Numbers and letters only	7	1. The 'AQP ID' format is 2 Letters followed by 5 Numbers which has no leading or embedded spaces. 2. where the format is incorrect an error message will be presented.	

14.4 Claim Fields

The table below shows all the claim fields in Navigate and how you need to use them.

Field Name	Mandatory, Optional, Conditional or Preferred	Field Type in portal	Character limit	Validations	Additional Requirements
Claim number	Mandatory	Numbers, letters, special characters and space	24	Currently the check for duplicate claims is being done at branch level rather than at organisation level.	
VRM	Conditional Mandatory	Numbers and letters	UK VRM: 7 Foreign VRM: 14	If Registration Indicator is Unregistered, you can't enter a VRM. You can only use a VRM for 1 vehicle per claim.	The VRM must be a minimum of 2 characters. Don't type any spaces or special characters in the VRM.
VIN	Conditional Mandatory	Numbers and letters	17	If the VRM is populated, the VIN field becomes a preferred field (non-mandatory). You can only use a VIN for 1 vehicle per claim.	
Registration Indicator	Mandatory	List	-		
Vehicle Make	Mandatory	Numbers, letters, special characters and space	16		
Vehicle Model	Conditional Mandatory	Numbers, letters, special characters and space	16	The Model field can only be blank if the Registration Indicator has been selected as Unregistered.	
Vehicle Colour	Optional (Preferred)	Numbers, letters, space and /.,	19		

Field Name	Mandatory, Optional, Conditional or Preferred	Field Type in portal	Character limit	Validations	Additional Requirements
Mileage	Optional	Numbers	6		
V5 Validation Character	Optional	Letters, numbers and some special characters	1	Must be uppercase alphanumeric character (excluding I,) and S) or one of '+', '%', '/' or '-'.	
Vehicle Type	Optional (Preferred)	List	-		The default is Car, so for any other vehicles the user must change this field.
Cer. Of Destruction	Optional	-	-	Will be grey on the form. Users can't enter manually. Is provided from UK Vehicle Data.	
COD Date	Optional	DD/MM/YYYY	-	Will be grey on the form. Users can't enter manually. Is provided from UK Vehicle Data.	
Loss Date	Mandatory	DD/MM/YYYY	-	The date can't be before 1850. The date can't be in the future.	If the date is more than 12 months ago you will get a warning.
Loss Notification Date	Optional (Preferred)	DD/MM/YYYY	-	The Loss Notification date can't be before the Loss Date. The date can't be in the future.	
Loss Type	Mandatory	List	-		
Engineer Assessment Date	Optional	DD/MM/YYYY	-	The Engineer Assessment date can't be before the Loss Date. The date can't be in the future.	If the vehicle Loss Type is Recovered Undamaged or Theft Unrecovered, no Engineer Assessment date is required.
Cause of Damage	Conditional Mandatory	List	-	If vehicle Loss Type is Damage, Recovered Damaged or Recovered Total Loss, the field is mandatory.	If vehicle Loss Type is Recovered Undamaged or Theft Unrecovered, no Cause of Damage is required.
Salvage Category	Conditional Mandatory	List	-	If the Vehicle Loss Type is Recovered Undamaged, Theft Unrecovered or	Previous Categories are available for claims with loss date before 01.10.2017

Field Name	Mandatory, Optional, Conditional or Preferred	Field Type in portal	Character limit	Validations	Additional Requirements
				Recovered Damaged, no category is required.	
Salvage Retained	Optional (Preferred)	List	-		If Loss Type is Theft Unrecovered, no Salvage Retained is required.
Salvage Retained - Additional Details	Optional	Letters, numbers and some special characters	25	Can be letters, number, space and special characters ' ' (' ') or '-'	
Previous VRM	Conditional Mandatory	Numbers and letters	8	This must be completed if a date has been entered in the VRM Change field.	Where the DVLA have advised that the VRM has been updated, the old VRM is moved to previous VRM and the DVLA advised plate is set as VRM on the claim.
VRM Change Date	Optional	DD/MM/YYYY	-	Date can't be in the future.	
AQP ID	Optional	Numbers and letters	7	Must be 2 letters and 5 numbers without spaces.	For Loss types Recovered Damaged, Theft Unrecovered and Recovered Undamaged, no AQP ID is required.
Is Photograph Available	Optional	List	-		
Damage	Optional	Image	-	If Vehicle Type is Motorcycle, the image changes to a motorcycle.	For Loss types Theft Unrecovered and Recovered Undamaged, no Damage is required.
Claimant Status	Mandatory	List	-		
Policy Type	Mandatory	List	-		

Field Name	Mandatory, Optional, Conditional or Preferred	Field Type in portal	Character limit	Validations	Additional Requirements
Claim Type	Mandatory	List	-	If Personal is chosen, the fields Date of Birth, Forename, Middle name initials and Surname are displayed. If Corporate is chosen, the field Claimant Company is Displayed.	
Forename	Optional (Preferred)	Numbers, letters, special characters and space	30		
Middle Name	Optional	Numbers, letters, special characters and space	4		
Surname	Conditional Mandatory	Numbers, letters, special characters and space	30		If The Claimant Status is Third Part, this field will be optional.
Date of Birth	Optional (Preferred)	DD/MM/YYYY	-	Date can't be in the future. Date must be less than 120 years of age and more than minimum driving age.	
Company Name	Conditional Mandatory	Numbers, letters, special characters and space	40	The Claimant Company name needs to be entered manually and can't be imported using the Find Address button.	
Claimant is Registered Keeper	Mandatory	List	-		
Postcode	Conditional Mandatory	Numbers and letters	8	If the Claimant Status is set to Third Party or the Registration Indicator is set to Foreign, the postcode is optional.	8 characters for portal, 7 characters for API.

Field Name	Mandatory, Optional, Conditional or Preferred	Field Type in portal	Character limit	Validations	Additional Requirements
House Name/Number	Conditional Mandatory	Numbers, letters, special characters and space	30	If the Claimant Status is set to Third Party or the Registration Indicator is set to Foreign, the House Name/ Number is optional.	
Address Line 1/2/3	Optional	Numbers, letters, special characters and space	30		
Town/City	Conditional Mandatory	Numbers, letters, special characters and space	30	If the Claimant Status is set to Third Party or the Registration Indicator is set to Foreign, the Town/ City is optional.	
County	Optional	Numbers, letters, special characters and space	32		