

Creating a Claim on VS&TD - Quick Start Guide

Navigate is the new home for data from Motor Insurance Anti-Fraud and Theft Register (MIAFTR) from 24 November 2025. This guide helps former MIAFTR users get started in Navigate VS&TD.

Your access depends on your **user role** - refer to VS&TD User Roles in the full **Navigate VS&TD User Guide** found [here](#).

1. Adding a new Claim

- After entering through the **VS&TD tile** in the Navigate Portal, click **New Claim** from the left-hand menu.
- Next, complete the **Claim Details**
 - **Claim Number** - must be unique within your organisation ID
 - **Organisation Name** - auto-filled; check it's correct

3. Complete vehicle details

- Hover over **info icons** for tooltips on each field
- **VRM** - format depends on registration indicator, mandatory if UK or foreign.
- Click **Find Vehicle** to auto-fill details or enter manually:
 - **Registration Indicator, Vehicle Make and Model** - mandatory unless unregistered
 - **Vehicle Type** - defaults to **CAR**
- Then complete:
 - **Loss Date** - DD/MM/YYYY format; not in future or before 1850
 - **Loss Type** - determines which other fields are required

4. Add optional vehicle details

- **Mileage, Vehicle Colour, V5 Validation Character** - optional but preferred
- **Is Photograph Available:** YES, if applicable - photo upload function isn't available yet
- Use the **Damage graphic** to mark damage areas (graphic updates if **Motorcycle** is selected)



5. Enter the claimant details

- Complete **Claimant Status**, **Policy Type** and **Claim Type** - PERSONAL or CORPORATE
 - If PERSONAL, enter **Forename, Middle Name, Surname and Date of Birth** (Surname mandatory unless THIRD PARTY)
 - If CORPORATE, enter **Company Name** (optional if THIRD PARTY)
- Confirm if claimant is the **registered keeper**

6. Add address details

- Enter **Postcode** unless Claimant is THIRD PARTY or Vehicle is FOREIGN
- Use **Find Address** to autofill or enter manually

7. Add another vehicle or claimant

- Click **Add Another Vehicle & Claimant**; changes won't be saved until you save claim
 - Use **Copy Claimant Detail** to duplicate details
 - To delete, use **bin icon** or delete button at the bottom of the page

8. Save the claim

- Click **Save Claim**.
 - If complete, you'll be taken to the **Matches** tab.
 - If any **red errors**, correct before saving. If any **amber warnings**, you can choose to save without them; this is for preferred fields (e.g., Date of Birth, VIN, Vehicle Colour)

9. View matches

- Saved claims are checked for:
 - Other VS&TD claims, VRM updates and stolen vehicle data
 - Matches appear in the **Matches** tab. Scroll through results and click to view full claim details; matched data is shown in **bold**.