

Searching for Claims on Navigate 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.

1. Getting started

- Your **user role** determines which search fields you can use. If you're unsure, refer to the VS&TD User Roles table in the full **Navigate VS&TD Enquiry Only User Guide** found [here](#).

2. Entering search details

- You can search using fields like:
 - Claim number
 - VRM (Vehicle Registration Mark)
 - VIN
 - Postcode
 - Surname or company name
- You don't need to fill in every field - just the ones you have.
- Hover over the **info icons** next to each field for helpful tooltips.

3. Using wildcards

- If you only know part of the information, use a **wildcard (*)**:
 - Type the first **3 characters**, followed by an asterisk (*), example: ABC*
- This works in fields like Claim number, VRM, VIN, postcode, surname, and more.
- For best results, combine a wildcard with other fields.



4. Running the search

- Click **Search Claims** at the bottom of the page.
- If there's **one match**, it opens automatically.
- If there are **multiple matches**, you'll see a list:
 - Use filters or sort columns to narrow it down.
 - You can adjust how many results show per page.

5. Troubleshooting: warnings & errors

- **Amber warning:** Your search is too broad or too narrow - adjust your criteria.
- **Red error:** Something needs fixing - check the message and update your search.

Error message	What it means	What to do
<i>Unable to search with the values entered...</i>	Invalid field combination	Use a valid combination from the guide
<i>Field(s) highlighted in red...</i>	Format issue	Check and correct the data
<i>This search field cannot be used on its own</i>	Needs more info	Add another field
<i>No claims match your criteria</i>	No results found	Try different fields or enable Search Previous VRM

6. If you get no results

If you don't get any matches:

- Try turning on **Search Previous VRM** - this helps find claims linked to older vehicle registrations.
- Still nothing? Try different combinations or check for typos.