

Viewing Claims & Audit Data 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.

1. Opening a Claim

- Run a search to view matching claims
- Click on a claim to open it
- If there's only one match, it opens automatically

2. View Claim details

- The most recent version of the claim is shown
- To view a previous version, click the dropdown arrow and select the version
- Your **user role** determines what data you can see; if you're unsure, check VS&TD User Roles table in the full **Navigate VS&TD Enquiry Only User Guide** found [here](#)

3. Understanding Claim status

Claim status shows the last action taken:

Status	Meaning
Insert	Status after a claim is first created
Withdraw	Claimant has withdrawn the claim
Repudiate	Claim was rejected by the handling organisation
Protect	Claim is protected by a user - check audit to see by who
Delete	Claim has been deleted - only Fraud Investigators and Management Users can view deleted claims for their organisation
Amend	A detail was changed; claim is now unprotected



4. Viewing multiple Vehicles or Claimants

- If the claim includes more than one vehicle or claimant:
 - Vehicle 1 and Claimant 1 appear at the top
 - Use dropdowns to view additional entries

5. Downloading Claim details

- Click the **Download** button to save a copy of the claim
- Click **Back to Search** to return to your results

6. Audit data & auto VRM updates

- Audit data shows changes made to the claim
- Every change is listed in its own Audit entry
 - change of claim status
 - change of details - such as additional information provided later
 - update to the vehicle status
- If the VRM was auto updated, the audit will show:
 - **RETROBTC** - Retrospective Auto update
 - **CHRSHBTC** - DVLA Auto update