

Updating 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.

Use the Update Claim feature to correct or update claim details. Your ability to update claims depends on your **user role** - check VS&TD User Roles in the full **Navigate VS&TD User Guide** found [here](#).

1. Find the claim to update

- Go to the **Search Claims** page
- Enter search criteria and run the search
- Click on the claim you want to update
- Click **Update Claim** to begin editing

2. What you can update

You **can** update:

- **Vehicle details**
- **Claimant details**
- Add another **Vehicle & Claimant**

You **can't** change:

- **Claim Number**
- **Organisation Name**

3. Making changes

- Edit the fields as needed
- All **mandatory fields** must be completed



- Correct any **red errors** before saving
- **Amber warnings** are for preferred fields and won't stop you saving
- All changes are recorded in the audit trail

4. Changing Claim Status

Every claim has an assigned status. The definition of each status can be found in the full **Navigate VS&TD User Guide** found [here](#).

- You can change the claim from its current status to:
 - **Withdraw**
 - **Repudiate**
 - **Protect**
 - **Delete** (only Full Input and Management Users can apply this status)
 - **Amend** (only Management Users can apply this status on a deleted claim)
- To change status:
 - Use the **Claim Status** dropdown on the Update Claim page
 - Select the new status
 - The claim status needs to be changed separately to other updates

5. Saving the updated claim

- Click **Save Claim** to apply your changes
- If successful, you'll be taken to the **Matches** tab
- If unsuccessful:
 - Fix **red errors** before saving
 - You can choose to save with **amber warnings**