

Undertaking #32

MPI to indicate the considerations the Corporation takes into account in order to categorize an item as an unknown or an error.

RESPONSE:

The "Unknown/errors" column is a catch all category for missing data elements in the claim. It occurs when the party role, injury code, and/or vehicle information are unknown.

Examples of where information may be unknown or unavailable:

- In a serious collision it may not be possible to identify if the claimant(s) were the driver, passenger, or other injured.
- If Corporation does not receive a medical report then this information may not be included in the claim data.
- In a hit-and-run incident the vehicle information may not be available.