

Third-Party Claim & MACT Guide

Transport & Fleet

Document type: Plan / SOP / strategy / guide · Generated 16 Oct 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Explains how third-party injury/death claims and Motor Accident Claims Tribunal (MACT) cases work for a vehicle owner/operator — insurer role, your exposure, documents, driver-DL validity issues, and steps to protect yourself. Use it when a third-party claim arises. For your own damage use the Insurance Claim File Builder.

Purpose of this tool & output

Navigate third-party injury/death claims and tribunals

How the output is used

Use it to navigate third-party injury or death claims and tribunals — a third-party claim and MACT guide across process, liability and defence.

Important cautions

MACT claims are serious legal matters; engage a lawyer and your insurer promptly. This is general guidance, not legal advice.

Companion documents

- Fleet Safety Policy
- Fleet Insurance Advisor
- Accident Response SOP
- Insurance Claim File Builder
- Cargo / Transit Insurance Advisor
- Fleet Safety Audit

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.