



Challenge Partial Liability

Support Guide

10-18-2022

OFFICIAL
INJURY
CLAIM

Challenge Partial Liability

Support Guide

The liability decision is when the compensator decides if they accept that the driver you feel is responsible for the accident, was at fault. When partial liability is admitted, it means that the compensator accepts the driver was partially at fault for the accident but also believes that you should accept some responsibility for the accident taking place. This guide looks at how you can challenge liability when it has only been admitted in part.

Claim status (this shows what stage your claim is at. Click 'Continue' to open the claim).

My claim		New
Claimant name	Test Test	
Accident date	01 January, 2021	
Portal reference	OIC-10-22-23007	
Claim reference	OIC-10-22-23007	
Status	Pending-MedicalPartLiable	
Continue		

Instruction text (this explains your next step in the process).

What you need to do

The compensator has admitted liability in part. You can now arrange your medical report: select Proceed to medical to continue your claim.

You can also review the admission in part. Select Check liability response in the Liability section below if not already done so.

Proceed to medical

When the compensator has admitted liability in part it means that they accept that the third party was partially at fault for the accident but believe that you should also accept some responsibility for the cause of the accident. As they have accepted some liability, you are still able to continue with your claim and can move on to the medical stage by selecting 'Proceed to medical'. You are still able to challenge the compensator's decision on liability and can do this alongside proceeding with your claim. This guide will explain how you can challenge the decision but firstly will investigate how you can check the liability response. To do this you will need to click on the 'Check liability response' option below the green box.

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Claim overview

Accident date 01/01/2021-18:18	Created date 18/10/2022	Compensator that owns your claim OIC Compensator
Claim reference number OIC-10-22-23007	Portal reference OIC-10-22-23007	Address Linford Wood House MK United Kingdom MK146XT 07123456789
Claim submitted date 18/10/2022	Email trainingunrep@claimtest.co.uk	

What you need to do

The compensator has admitted liability in part. You can now arrange your medical report: select Proceed to medical to continue your claim.

You can also review the admission in part. Select Check liability response in the Liability section below if not already done so.

Proceed to medical

- Application Submitted
- Investigation
- Medical**
- Offer
- Claim Closed

Messages

New message(s) received

The following options are available:

[View or send message](#)

[Print messages](#)

Losses/Fees

The following options are available:

[View losses/fees](#)

[Add new losses/fees](#)

[Remove losses/fees](#)

[Print losses/fees](#)

My interim payments

The following options are available:

[Request interim payment](#)

My other actions

The following options are available:

[Change contact details](#)

[Withdraw this claim](#)

[Challenge liability response](#)

My documents

New document(s) received

Keep your claim up to date by uploading any evidence.

[View documents](#)

[Upload documents](#)

Check liability response

The following options are available:

[Check liability response](#)

You will be brought to the below screen where you can view the compensator's decision by clicking 'View details' and decide if you wish to accept or reject this.

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Check Liability Response

*Note that all fields marked with * are mandatory.*

The compensator has admitted liability in part.

Compensator's original liability response

▶ [View details](#)

To continue with your claim, you can:

Accept

If you accept the compensator's liability response, the claim will continue. You will need to arrange for a medical examination if not already done so. You will no longer be able to challenge the liability proposed by the compensator.

Reject

If you reject the compensator's liability response, the claim will continue. You will need to arrange for a medical examination if not already done so. You can either challenge the liability response or choose to accept the original liability response through the Check liability response link. You can make a maximum of 3 challenges.

Tell us what you want to do next *

Accept

Reject

Challenge

To challenge this response, go to My other actions. You can make a maximum of 3 challenges.

The compensator will review the response along with any evidence that has been uploaded. You can upload any evidence by selecting Upload documents in the "My documents" section of the Claim Overview page.

[Continue](#) [Cancel](#)

To view the compensator's decision, you will need to click 'View details' below 'Compensator's original liability response'. This will display the percentage of liability they are accepting and their reasoning for making this decision.

Compensator's original liability response

▼ [View details](#)

Liability response by OIC Compensator
18/10/2022

Liability percentage proposed by the compensator
50%

Reasons
Claimant was partially to blame

If you are happy with their decision, select 'Accept' and hit continue.

To continue with your claim, you can:

Accept

If you accept the compensator's liability response, the claim will continue. You will need to arrange for a medical examination if not already done so. You will no longer be able to challenge the liability proposed by the compensator.

Reject

If you reject the compensator's liability response, the claim will continue. You will need to arrange for a medical examination if not already done so. You can either challenge the liability response or choose to accept the original liability response through the Check liability response link. You can make a maximum of 3 challenges.

Tell us what you want to do next*

Accept

Reject

Challenge

To challenge this response, go to My other actions. You can make a maximum of 3 challenges.

The compensator will review the response along with any evidence that has been uploaded. You can upload any evidence by selecting Upload documents in the 'My documents' section of the Claim Overview page.

[Continue](#) [Cancel](#)

On the next screen you will need to review your decision and select 'Submit' if you are happy with it. This will mean that you can no longer challenge the compensator's liability decision.

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Confirm your decision on the liability response

[◀ Back](#)

You are about to accept the liability response given by the compensator. No changes can be made in the liability response after this.

Select Submit to confirm this choice. Select Cancel to continue with your claim.

[Submit](#) [Cancel](#)

If you wish to challenge the compensator's liability decision, you will need to select 'Reject' and hit 'Continue'.

To continue with your claim, you can:

Accept

If you accept the compensator's liability response, the claim will continue. You will need to arrange for a medical examination if not already done so. You will no longer be able to challenge the liability proposed by the compensator.

Reject

If you reject the compensator's liability response, the claim will continue. You will need to arrange for a medical examination if not already done so. You can either challenge the liability response or choose to accept the original liability response through the Check liability response link. You can make a maximum of 3 challenges.

Tell us what you want to do next *

Accept

Reject

Challenge

To challenge this response, go to My other actions. You can make a maximum of 3 challenges.

The compensator will review the response along with any evidence that has been uploaded. You can upload any evidence by selecting Upload documents in the "My documents" section of the Claim Overview page.

[Continue](#) [Cancel](#)

On the next screen you will need to review your decision and select 'Submit' if you are happy with it.

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Confirm your decision on the liability response

[Back](#)

You are about to reject the liability response given by the compensator. You can choose to accept the liability response later.

Select Submit to confirm this choice. Select Cancel to continue with your claim.

[Submit](#) [Cancel](#)

To challenge the liability decision, you will need to go back to the claim overview page and select 'Challenge liability response' under 'My other actions'.

My other actions

The following options are available:

- [Change contact details](#)
- [Withdraw this claim](#)
- [Challenge liability response](#)

On the next screen you can again view the compensator’s reasonings and percentage accepted by selecting ‘View details’ under ‘Compensator’s original liability response’. Underneath this there is a text box where you will need to provide your reasonings for challenging the decision. You will also need to decide if you believe the responsible driver is fully to blame for the accident or not.

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Challenge liability response

The compensator has admitted liability in part.

If you choose to challenge this you may make up to 3 proposals to try to resolve liability. Any proposal you make for the percentage you say the responsible driver is to blame will not be treated as an admission that you are partly at fault for the accident. This means that if you have to go court to resolve liability, your proposals will not be made known to the court.

If the compensator accepts your proposal then you have reached a binding agreement and liability in your claim will be settled on those terms.

Compensator's original liability response

- [View details](#)

Why do you disagree? *

Remaining: 500 characters

Do you believe the responsible driver is fully to blame? *

Yes No

[Continue](#) [Cancel](#)

If you do not believe the responsible driver is fully to blame but believe they should accept a higher percentage of liability, select ‘No’ to ‘Do you believe the responsible driver is fully to blame?’, you will then need to provide the percentage of liability that you believe the compensator should accept.

Do you believe the responsible driver is fully to blame? *

Yes No

What percentage do you say the responsible driver should accept? *

 %

Once you have selected continue, you will need to review your choices and select 'Confirm and Send' if you are happy with them.

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Confirm your challenge to the liability response

[← Back](#)

You have decided to challenge the compensator's liability response.

Check the details of your challenge below.
You can select Back to change any details or select Confirm and Send.

What liability percentage should be admitted by the responsible driver?
100%

Why do you disagree with the liability response?
They are fully to blame.

[Confirm and Send](#)

Your challenge will now be sent to the compensator for review. You can stay up to date on this challenge by clicking 'Continue to proposal' on the grey 'Challenge liability response' box. In the meantime, you can continue with your claim through the green box.

You can challenge the compensator's liability decision three times in total. If an agreement can still not be reached after three challenges, you will need to continue with your claim. Once you have received an offer from the compensator, you will be able to go to court to dispute the liability decision outside of the portal.

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Claim overview

Accident date	Created date	Compensator that owns your claim
01/01/2021-18:18	17/10/2022	OIC Compensator
Claim reference number	Portal reference	Address
OIC-10-22-23001	OIC-10-22-23001	
Claim submitted date		
17/10/2022		Linford Wood House MK United Kingdom MK146XT 07123456789
		Email trainingunrep@claimtest.co.uk

What you need to do

The compensator has admitted liability in part. You can now arrange your medical report: select Proceed to medical to continue your claim.

You can also review the admission in part. Select Check liability response in the Liability section below if not already done so.

[Proceed to medical](#)

- Application Submitted
- Investigation
- Medical
- Offer
- Claim Closed

[Challenge liability response](#)
[Continue to proposal](#)