

BULLETIN

Body Repair Division



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FACT FINDER (INSURANCE COMPANY BEHAVIOUR) & IDR SUBMISSION BUILDER

Dear Member

Please find below a link to a very important fact finding survey into the insurance company behaviour that impact on your business.

It is so important that every BRD member completes this survey so VACC gathers the necessary evidence to present to the Insurance Companies, Small Business Ombudsman, Government Officials, and Ministers and Senators.

The survey will take around 5 minutes but will provide you and VACC with a real understanding of what behaviours impact most.

We have also included a link to help you quickly build your Internal Dispute Resolution (IDR) submissions to be sent to the relevant Insurance Company. Contact John Guest (jguest@vacc.com.au) or Vanessa Gibson (vgibson@vacc.com.au) if you need assistance on any of these two matters.

VACC Fact Finder – Tell Us What You Know?

If all our BRD members complete this survey we will have information we need to identify the Insurers of most concern and which Insurers are behaving appropriately: [Take 2 minutes to complete this critically important survey.](#)

We will also have plenty of information to help advocate our members' position on current practices deployed by Insurers.

Do You Want to Lodge and Internal Dispute Resolution (IDR)?

If you would like to [build an IDR submission accurately and quickly take this link.](#) The builder will help you create a report. Once you have built it you can then decide to submit it to the Insurer after you have prepared it and checked it.

All the email addresses are included so you don't have to look for them yourself.

John Guest

Industry Policy and Divisions Leader

Industrial Relations, Policy and Engagement

VACC

Level 7 | 464 St Kilda Road | Melbourne Vic 3004

P: 03 9829 1142 | M: 0418 329 527 | F: 03 9820 3401 | W: vacc.com.au