

BULLETIN

Body Repair Division



Reference No: BRD 28-17

Date issued: 15/11/2017

Field Alert - Body Repairers Not Being Paid for Legitimate Towing & Storage Costs

Dear BRD member

VACC continues to receive many complaints from members that IAG are refusing to pay for any legitimate or reasonable towing or storage costs as per the [Motor Vehicle Insurance and Repairers Code of Conduct \(the 'Code'\)](#).

If you have been subject to behaviour by the insurer which is contrary to the following clause and behaviour highlighted in bold, use this tool to make your dispute known to VACC and we will process your complaint accordingly: [LEGITIMATE EXPENSES PAYMENT BREACH - IDR FORM](#)

4.2 Insurers will (b) in their dealings with Repairers in relation to Repair work: (iv) not remove a Motor Vehicle from a Repairer's premises without notifying the Repairer in advance and in writing, and **compensating the Repairer for any legitimate or reasonable towing or storage costs associated with the Motor Vehicle and in compliance with relevant law.**

Sincerely

John Guest
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