
New Code Disputes Website to Go Live - Wednesday 25 July 2018

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Ref No: BRD 10-18

Dear BRD member,

The Motor Trades Association of Australia (MTAA), State and Territory Members and the Australian Motor Body Repairers Association (AMBRA) today announced the introduction of a new website for motor body repairers nationwide to further enhance transparent relations with the motor vehicle insurance industry.

MTAA and its appointed Motor Code Administrative Committee (CAC) members have been working with CAC representatives appointed by the Insurance Council of Australia (ICA) to introduce an updated Motor Vehicle Insurance and Repair Industry Code of Conduct (MVIRI) website.

The new MVIRI website will provide enhancements and updates following extensive reviews to the Code of Conduct in 2016 and 2017. It will also streamline processes for motor vehicle repair businesses to become a signatory to the MIVIRI Code, access updated information on the Code of Conduct, and expedite signatories' ability to lodge a dispute, which will ensure mediation processes get underway in a timely manner.

Body repairers will also have enhanced (personal) dashboard to track, monitor and review the disputes they lodge.

By using the sign-up process on the website, it will provide signatories with login details and a password which will enable them to log in and utilise the site including the lodgement of an Internal Dispute (IDR) or an External Determination (EDR) notification. This is for all users.

The completely revitalised website will compliment internal processes MTAA, Members and AMBRA have introduced in the IDR Builder.

MTAA says motor body repairers now have enhanced ability to lodge disputes using either the direct access facility built into the new website or alternatively using the IDR builder through their individual member associations which will then be lodged on the website on their behalf.

Please continue to send details of your disputes to Vanessa Gibson at VACC (jdrambra@vacc.com.au) who will continue to assist in the IDR submission process on your behalf. This will also provide VACC and MTAA with qualified dispute notification, tracking and reporting.

The new website will become live on Wednesday 25 July 2018. The old website will cease operation at midnight on Friday 27 July 2018.

To access the new MVIRI code website please use the following link: www.abrcode.com.au

Further Information: MTAA Secretariat 02 5100 8239.

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