

BULLETIN

Body Repair Division



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Significant Issues Being Tackled On Behalf of the Body Repair Industry

Dear Member,

The Body Repair Division has been listening to the needs of its members and a number of significant issues were brought to the attention of the Australian Motor Body Repairers' Association (AMBRA), the National Industry Sector Committee of the Motor Trades Association of Australia (MTAA).

AMBRA recently held confidential meetings with the national watchdog, the Australian Competition and Consumer Commission (ACCC). In this session, AMBRA raised members' concerns about insurer behaviour and the potential consumer impact these behaviours may be having on policyholders. These behaviours also relate to unfair and potentially reduced competition across the motor vehicle insurance and repair industries.

MTAA and its affiliate MTAs across Australia take this opportunity to thank you for voicing your concerns through various industry surveys and use of the 'Code' resolution process.

While the information is both sensitive and confidential, rest assured that AMBRA is working diligently and in a timely matter in voicing member concerns to ensure a fair go and a balanced playing field is available to all repairers, and that consumer interests are maximised.

You should be aware that under the auspices of the Australian Motor Body Repairers Association (AMBRA), the National Industry Sector Committee of the Motor Trades Association of (MTAA), that AMBRA has questioned the fairness of IAG's March 2017 'Terms of Authority' (TOA) document they released to the market.

The diligence of AMBRA in observing changes to the content of the IAG TOA and report them to IAG has resulted in IAG removing the March TOA from circulation. The IAG has reinstated the February 2017 TOA.

AMBRA is pleased to now advise members that a round table discussion has been organised with representatives from IAG, AMBRA, various state-based Small Business Commissions. The purpose of the meeting to thrash out the issues AMBRA has raised, with the objective to negotiate a TOA that is fair and balanced for all parties concerned.

Rest assured, AMBRA will keep you abreast of outcomes from the roundtable and any other activities necessary.

Best regards

Morry Corvasce
Chairman, VACC Body Repair Division
M 0418 554 176
Email: morry@lpbodyworks.com.au