

BULLETIN

Body Repair Division



Reference No: BRD 04-17

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URGENT NOTICE TO MEMBERS - Are Insurer's completing vehicle assessments within 2 business days after you submit your estimate with the insurer?

Dear BRD member,

Are Insurer's completing vehicle assessments within two business days after you submit your estimate with the insurer?

The body repair industry has for some time been moving towards an open and transparent process where the time to repair is based on commonly accepted practices, and therefore the cost to repair is also more transparent. There has been a mutual commitment to a set of guiding principles through a Motor Vehicle Insurance and Industry Code of Conduct (The Code) that commenced on 1 January 2016. Clause 4.2 of *the Code* states that Insurers will: (a) not require Repairers to provide estimates or carry out repairs that are not in accordance with: (iv) **current Industry practice**.

AMBRA is the recognised national body for vehicle body repairers and part of the Motor Trades Association of Australia (MTAA), VACC is an important member of both associations

MTAA's policy on completion of vehicle assessments is two business days. AMBRA says that current industry practice includes but is not limited to industry standards and industry policy for workmanship, timeliness of assessment and provision of sub-let services required to facilitate insurance claim on-boarding leading up to and where necessary beyond the issuance of the authority to repair.

Definition of 'Repair' or 'Repairs': **means any work done by a Repairer to repair a Motor Vehicle or any of its components, systems or parts, where the work is covered by a Policy and where a claim is or will be made by a Claimant including but not limited to:**

- (a) dismantling or assembling;
- (b) part or component replacement, adjustment, modification, installation or fitting; or
- (c) painting.

AMBRA/MTAA members, including VACC, says that arranging, coordinating, facilitating or attending vehicle assessments is clearly part and parcel of repair work as defined above.

This exchange between the insurer and an assessor, or the insurer's agent and the repairer occurs ordinarily across the repair industry within two business days from the time the repairer submits the estimate or quote to the insurer.

If you believe that any insurer is failing this two day standard for completion of vehicle assessments currently before them, please lodge an Internal Dispute Resolution (IDR). You can do this easily and quickly by submitting your application by [taking this link](#).

I have also attached the Motor Vehicle Insurance and Repair Industry Code of Conduct (January 1, 2017) (the "Code") for your reference ([you can find this by taking this link](#)). Please take the time to know your rights and obligations under the Code before making your submission.

Once you are happy with your submission (by completing the online form and clicking the submit button at the bottom of the form), email Vanessa Gibson (vgibson@vacc.com.au) and ask her to submit your application via the CAC website.

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