



## **URGENT RESPONSE NEEDED BY BRD MEMBERS**

Have you had your legitimate repair costs rejected by IAG? Join VACC in a collective application to the VSBC

Good afternoon to all BRD members,

### **RE: VACC SEEKS TO RESOLVE THE DISPUTE BETWEEN REPAIRERS AND IAG FOR THE ALLEGED NON-PAYMENT OF LEGITIMATE COSTS**

Following up from the recent data gathering exercise, VACC is now preparing an application to the Victorian Small Business Commission (VSBC) to have them conduct a facilitated mediation meeting between VACC, for and on behalf of its members, and IAG Group centred on non-payment of legitimate costs associated with a repair claim. The resolution will be sought in full context of the external dispute resolution machinery available within the "Code" (i.e., Motor Vehicle Insurance and Repair Industry Code of Conduct).

Morry Corvasce, BRD Executive Committee Caretaker Chair, as well as other Executive members and VACC representatives will lead discussion on behalf of our members.

You can join us in this collective action by providing documentary evidence in which to base our complaint. We need this evidence to help us 'prove' non-payment of legitimate costs.

**Please let me or Vanessa ([vgibson@vacc.com.au](mailto:vgibson@vacc.com.au)) know by Close of Business this Thursday (October 6 2016) if you have cases and evidence which VACC can present to the VSBC. All you need to do by COB Thursday is respond to this email with a 'yes' and tell us the type of non-payment breach (e.g. environmental levy).**

The EDR process we use with the VSBC is a confidential process so your information will be well protected and not used for any other purpose without your permission.

**Once again, receiving your support by COB Thursday October 6 2016, backed by evidence at a later stage, will help us to prepare our application swiftly and move towards a sensible resolution.**

Don't hesitate to contact me or Vanessa if you have any queries or require more information.

Best regards

John Guest  
Industry Policy & Division Leader  
Industrial Relations, Policy & Engagement

**VACC**

Level 7 | 464 St Kilda Road | Melbourne Vic 3004

**P:** 03 9829 1142 | **F:** 03 9820 3401 | **W:** [vacc.com.au](http://vacc.com.au)