

# BULLETIN

## Body Repair Division



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### Revised IAG Terms of Authority (TOA) and IAG Parts Trial

Dear BRD member,

Please find an update of matters concerning repairers and IAG.

#### REVISED IAG Terms of Authority (TOA)

After much discussion through meetings with IAG in Melbourne and Sydney a revised Terms of Authority, which will come into effect from 1 July 2017, has been published and distributed by IAG, the new revised terms represents rebalanced approach for the industry from the proposed 1 March 2017 TOA. VACC do ask repairers to read and understand the terms you are agreeing to once you accept the repair authority. IAG's repair authority is more overbearing in its terms than repair authorities offered by other insurers. Importantly the Motor Vehicle Insurance and Repair Industry Code of Conduct – commencing 1 May 2017 (The Code), has been reinstated as the prevailing provision should a disagreement arise.

VACC and AMBRA (Australian Motor Body Repairers Association) appreciates the participation from State based Small Business Commissioners and their representatives and also appreciated the willingness of IAG to participate in the discussion. The revised TOA have been acknowledged and are subject to a continuous feedback.

#### IAG Parts Trial

The IAG parts trial continues to be a point of much discussion; VACC through AMBRA continues to seek further transparency from IAG into how these possible/potential IAG exclusive dealings may affect the industry's non-partnered repairers in retaining stable relationships with manufacturers, dealers, suppliers, repairers and ultimately the consumers. A sub-committee is to meet to undertake an impact assessment and to look at areas which may require a collective response at a national level.

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