

# BULLETIN

## Body Repair Division



Reference No: BRD 15-17

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Dear Member,

VACC is pleased to inform members that AMBRA chairman, Mr Jeff Williams, has made the following announcement regarding the new Internal Dispute Resolution (IDR) online forms (i.e. the IDR builders) which aims to make pursuing Code of Conduct breaches both faster and easier.

"As the Chairman of AMBRA I am pleased to release the newly revamped IDR forms for industry use. The new format allows for a national approach to be deployed enabling fairer treatment of repairers in their dealings with insurers as per the Motor Vehicle Insurance and Repairers Code of Conduct," Williams said.

The new Code came in to effect nationally on 1 May 2017. Mr Williams acknowledged the hard work undertaken by VACC's Body Repair Division in making the AMBRA branded IDRs available nationally.

Each legitimate IDR submission using the AMBRA IDR builder and following the guidelines are submitted to [idr@vacc.com](mailto:idr@vacc.com) are then processed and registered with the Code Administration Committee.

Each IDR form designed for member use is linked to the relevant clauses within the 1 May 2017 Code.

Repairers can also lodge IDRs direct using [www.abrcode.com.au](http://www.abrcode.com.au)

The data collected by AMBRA highlights many ongoing issues, which are then presented to the Code of Conduct Committee (CAC) for consideration in effecting further efficient amendments for review, ultimately helping drive the industries interests for a more effective national code.

AMBRA would like to acknowledge past CAC representatives and the current representatives who are to be applauded with their commitment to raising the bar of the industry to becoming more transparent ultimately driving a consumer confidence in a healthy competitive Body Repair Industry.

Current CAC representatives are:

- The Motor Trades Association of Australia (MTAA) Graham Judge from NSW, Ben Kunstler from VACC and Jeff Williams AMBRA Chairman.
- The Insurance Council of Australia (ICA) CAC Chairman Peter Hartman from Alliance, Brett Wallace from Suncorp, Stephen Palmer from IAG .

**Code resources and AMBRA branded IDRs are available by taking these links:**

**Principles of the Code:**

[Breaches Against The Principles of the Code](#)

**Fair Estimate Type Breaches:**

[Fair Repair Estimates & Authorisation Breach](#)

[Paint Sheet Fair Repair Estimates Breach](#)

**Wheel or Rims - Repairer and Insurer Issue (Victoria Specific):**

[Unsafe or Unroadworthy Vehicle Breach](#)

**Vehicle Assessment Breaches:**

[Vehicle Assessment Delays](#)

[Refusal to Conduct a Vehicle Assessment](#)

**Payment Breaches:**

[Legitimate Repairs Expenses Payment Breach \(After Repair Authority was Issued\)](#)  
[Legitimate Repairs Expenses Payment Breach \(Prior to Issuance of Repair Authority\)](#)  
[Unfair Cash Settling](#)  
[Failure to Pay for Legitimate Storage Costs](#)  
[Fair Freight Payments Breach](#)  
[Requested Estimates Payment Breach](#)

**Technical Breaches:**

[Second Competitive Estimate Breach](#)  
[Vehicle Removal Breach](#)

**Parts Procurement or Forced Use Breaches Parts Policy Breach:**

[Forced Use of Parts Breach by the Insurer](#)

**Download the full [set of links from here](#) and save it to your desk top computer for easy access:**

Read more at <http://www.paintandpanel.com.au/news/news/fairer-dealings-with-insurers#1IQv4myylfB6YjuP.99>

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