

# BULLETIN

## Body Repair Division



Reference No: BRD 11-16

Date issued: 13/07/2016

### VACC pre-built IDR templates

Do you have a problem with an Insurer?

VACC has prepared a set of pre-built IDR templates for specific breaches which seem to be occurring frequently across our membership.

Each pre-built template (see below), includes the arguments mounted to support your claims based on feedback we have received from our Members during the recent 'road trip' IDR information sessions. This means you don't need to write anything to support your complaint.

For each of the templates below, you will only need to enter:

- ***your repairer details***
- ***insurance details***
- ***vehicle details***
- ***tick the relevant clauses referenced next to each pre-built IDR template below.***

If you require any additional instruction/help, please contact me or Vanessa Gibson ([vgibson@vacc.com.au](mailto:vgibson@vacc.com.au)) and we will assist you to get started. Please note that through your involvement, VACC has developed a 'Fair Freight Estimates Breach' IDR template also appears on the list of templates below.

### 10 Pre-built Internal Dispute Resolution (IDR) templates for Members wanting to submit a complaint about an Insurer's breach of the Code

- **[VACC IDR Builder – Timeliness Breach \(Assessment Delays\)](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 9.3, 9.5 *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder – Timeliness Breach \(Authority to Repair Delays\)](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 9.3, 9.5 *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder- Failure to Pay for Preparation of Requested Estimate](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (a) (iv); 4.2 (b) (i) (ii) (iii) and Clause 8.1 *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder – Payment Breach Unfair Cash Settling](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (a) (iv); 8.1 *in addition to including the repair, insurer and vehicle details*

- **[VACC IDR Builder - Fair Repair Estimates & Authorisation Breach](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (ii); 6.3 and 7.4 *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder - Fair Freight Estimates Breach](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (i); Clause 6.3 and 9.2 (a) (b) *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder - Second Competitive Estimate Breach](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (i) (ii); 6.1 (a), 6.2 (a) (b) 6.3 *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder - Parts Policy Breach](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (i) and 9.2 (a) (b) *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder - Unsafe or Unroadworthy Vehicle Breach](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (v) *in addition to including the repair, insurer and vehicle details*
- **[VACC IDR Builder - Vehicle Removal Breach](#)**  
Instructions – Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (iv) *in addition to including the repair, insurer and vehicle details.*

If an Insurer does not resolve your complaint favourably, please contact Vanessa and ask for the matching External Dispute Resolution (EDR) application form. VACC has also pre-built these applications forms which you can lodge with the Victorian Small Business Commission (VSBC) swiftly and without too much effort on your behalf.

Regards

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**VACC**

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