



Dear Member

### **Insurer Behaviour fact finding survey**

To date 99 body repair businesses have completed the Fact Finder Survey into the impact of insurer behaviour on our members. This survey is so critical because it will provide evidence and findings needed by the VACC to improve representation of our members to government, Ministers and insurance companies.

Please take this [link](#) to complete the survey today or as soon as you can. It will only take 5 minutes or so to complete.

### **Internal Dispute resolution**

Take this [link](#) to use the VACC Internal Dispute Resolution (IDR Builder) (you can re-use this link to lodge as many IDR's as you like, so keep this email handy).

### **Get Help**

Contact Vanessa Gibson (p: 03 9829 1212 or e: [vgibson@vacc.com.au](mailto:vgibson@vacc.com.au)) if you need a hand to complete and submit your complaint to the Code Administration Committee (CAC).

Once you have completed your first IDR you will come to appreciate that submitting an IDR is not only easy it can take 2 or 3 minutes.

The builder has resulted in some solid wins for members who have used it and protected their rights under the new Code. Let's use our collective strength and in the process bring some balance back into the smash repair - insurer business to business relationship.

Kind regards

John Guest  
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**VACC**

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