

# BULLETIN

## Industry Divisions



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### VACC Response to IAG Cash Settlement Practices & Some Towing Matters

Dear Member

Please be advised that the BRD Executive Chairman, Morry Corvasce; VACC Executive Director, Geoff Gwilym; VACC Deputy Executive Director, Leyla Yilmaz; and I are focused on addressing issues involving IAG's roll out of their cash settling practices. These practices result in payments being made directly to customers, bypassing repairers. We are meeting with a senior legal practitioner to develop the following quality standard forms for BRD member use:

- Assignment of Debt
- Authority to Repair, Store and Tow.

We are also examining a couple of towing matters which towing operators have recently brought to our attention. We will keep you informed as further developments come to hand.

John Guest

**Industry Policy and Divisions Leader**

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