

# BULLETIN

## Body Repair Division



Reference No: BRD 29-17

Date issued: 16/11/17

### Insurers Responsibilities

Dear Member

**Insurers requirements Under the Motor Vehicle Insurance and Repairers Code of Conduct, are that they must:**

- Provide repairers with relevant detail relating to the insurance claim to enable them to prepare an estimate or undertake the repair, including their Parts Policy, details of sub-let repairs and payments by the customer including any excess and contribution charges.
- Consider estimates in a fair and transparent manner, and will not refuse to consider an estimate on unreasonable or inconsistent grounds (also refer Fact Sheet #2).
- Pay the agreed amount for all work completed that has been authorised or requested by the insurer.
- Not remove a motor vehicle from a repairer's premises without notifying the repairer in advance, in writing, and compensating the repairer for any legitimate or reasonable towing or storage costs associated with the vehicle and in compliance with the relevant law.
- Not knowingly ask claimants to drive unsafe or unroadworthy motor vehicles.
- In a non-event period, consider estimates and commence assessor communication with the repairer within five (5) working days or notify the repairer of the reason for the delay and a new assessing timeframe. Insurers will not require repairers to provide estimates, or carry out repairs that are not in accordance with documented technical specifications, mandatory specifications and/or standards, warranty conditions or current industry practice.

If you feel you have been wronged use one or more of the following complaint forms to enable VACC to assist in resolving the matter:

#### Principles of the Code:

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

#### Fair Estimate Type Breaches:

[Estimate, Repair and Authorisation Breach](#) (Second Competitive Estimate Breach)  
[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:**

[Vehicle Removal Breach](#)

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

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

Sincerely

**John Guest**

Industry Policy & Division Leader  
Industrial Relations, Policy & Engagement  
Level 7 | 464 St Kilda Road | Melbourne Vic 3004  
P: 03 9829 1142 | E: [jguest@vacc.com.au](mailto:jguest@vacc.com.au) | W: [vacc.com.au](http://vacc.com.au)