

BULLETIN

Body Repair Division



Reference No:

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New VACC pre-built IDR template added – Paint sheet fair estimates breach

VACC has added a further pre-built IDR builder to the members kit.

VACC IDR Builder - Paint Sheet Fair Estimates Breach

Once opened also tag the following clauses within the IDR Builder, Clause(s): 4.2 (b) (ii); 6.3, in addition to including the repair, insurer and vehicle details.

You are reminded that 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) 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.

11 Pre-built Internal Dispute Resolution (IDR) templates (including the new IDR builder) 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

John Guest

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