



Motor Trades Association of Australia

SURVEY OF BODY REPAIRERS ON THE MOTOR VEHICLE INSURANCE AND REPAIR INDUSTRY CODE OF CONDUCT

Thank you for participating in this important survey. Responses should be provided by Friday 21 August 2009

- To submit: 1. mail to: MTAA, PO Box 6273, Kingston, ACT, 2604
2. scan and email to: mtaa@mtaa.com.au
3. fax to: (02) 6273 2738

PLEASE NOTE that AMBRA would be grateful to receive the survey form back even if you are not able to answer all of the questions as it will still provide AMBRA with information that can be analysed and used in representations with the Government.

Form with 4 questions regarding business location, familiarity with Motor Vehicle Insurance and Repair Industry Code of Conduct, and referral to the Code.

5.	Have you ever used the dispute resolution processes (IDR (internal dispute resolution) or EDR (external dispute resolution)) provided under the Code? If so, which of the following categories best describes the nature of your dispute?	<p>(a) IDR</p> <input type="checkbox"/> Appropriate Repair and Paint Method <input type="checkbox"/> Assessor related matters <input type="checkbox"/> NSR schemes <input type="checkbox"/> Repair warranties <input type="checkbox"/> Payment Terms <p>(b) EDR</p> <input type="checkbox"/> Assessor related matters <input type="checkbox"/> NSR schemes <input type="checkbox"/> Repair warranties <input type="checkbox"/> Payment Terms						
6.	Have you ever considered, but decided not to go ahead with, an IDR or EDR process provided under the Code? If so, which of the following categories best describes the nature of the dispute you were considering taking action over?	<p>(a) IDR</p> <input type="checkbox"/> Appropriate Repair and Paint Method <input type="checkbox"/> Assessor related matters <input type="checkbox"/> NSR schemes <input type="checkbox"/> Repair warranties <input type="checkbox"/> Payment Terms <p>(b) EDR</p> <input type="checkbox"/> Assessor related matters <input type="checkbox"/> NSR schemes <input type="checkbox"/> Repair warranties <input type="checkbox"/> Payment Terms						
7.	If you have used the dispute resolution processes under the Code (whether it be an IDR or EDR), has the dispute been resolved to your satisfaction?	<table border="0"> <tr> <td data-bbox="722 863 1136 1041">(a) IDR</td> <td data-bbox="1136 863 1531 1041">(b) EDR</td> </tr> <tr> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> Yes</td> </tr> <tr> <td><input type="checkbox"/> No</td> <td><input type="checkbox"/> No</td> </tr> </table>	(a) IDR	(b) EDR	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No
(a) IDR	(b) EDR							
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes							
<input type="checkbox"/> No	<input type="checkbox"/> No							
8.	If you have used the dispute resolution processes under the Code, and the dispute has NOT been resolved to your satisfaction, can you please <u>briefly</u> explain why?	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>						
9.	Are you satisfied in your dealings with insurers that where competitive estimates are sought insurers ensure the process is fair and transparent?	<input type="checkbox"/> Yes <input type="checkbox"/> No						
10.	Clause 6.3 of the Code prohibits an insurer from unreasonably or arbitrarily altering a repairer's quote. Do your insurer representatives comply with this clause of the Code?	<input type="checkbox"/> Yes <input type="checkbox"/> No						
11.	Clause 7.4 states that where an insurer requires a repairer to use a repair method or part that differs from that recommended by the repairer, and the insurer and repairer are unable to reach agreement to that change, the insurer will provide such a requirement in writing. Do your insurer representatives comply with this clause of the Code?	<input type="checkbox"/> Yes <input type="checkbox"/> No						
12.	Are you a member of a Network Smash Repairer (NSR) scheme(s)? If so, with which companies?	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>						

13.	If you are a member of an NSR scheme(s), do you believe the scheme(s) assists you in the profitability of your business?	<input type="checkbox"/>	Yes
		<input type="checkbox"/>	No
14.	Do you believe the assessors with whom you deal are appropriately trained and experienced?	<input type="checkbox"/>	Yes
		<input type="checkbox"/>	No
15.	Do you believe the assessors assess the vehicle damage or the quote?	<input type="checkbox"/>	Yes
		<input type="checkbox"/>	No
16.	Do you believe the Code to be an effective 'tool' which assists you in your dealings with the insurance companies with whom you do business?	<input type="checkbox"/>	Yes
		<input type="checkbox"/>	No
17.	Do you believe the behaviour of the insurance companies with whom you do business has changed since the Code became operative? If so, can you briefly explain how?	<input type="checkbox"/>	Yes
		<input type="checkbox"/>	No
		..... ..... ..... .....	
18.	Finally and <u>briefly</u> , have you anything to suggest, in terms of enhancing the Code's efficiency that AMBRA should pursue on your behalf with the Federal Government?	..... ..... ..... ..... .....	

If you need to speak to someone about the purpose of the survey, or need assistance in completing the survey, please contact the following person in your respective jurisdiction:

**NEW SOUTH WALES**

Greg Preston

Tel: 02 9213 4218

Email: [greg.preston@mtansw.com.au](mailto:greg.preston@mtansw.com.au)

**SURVEY CLOSING DATE FRIDAY 21 AUGUST 2009**

**THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY**