



## ***Deal with Someone You Can Trust***

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*The Voice of the  
Motor Industry*

Dear Member,

### **THE BODY REPAIR AND INSURANCE INDUSTRY CODE – WHAT'S YOUR VIEW?**

The Motor Vehicle Insurance and Repair Industry Code of Conduct (Code) has been in operation since 1 September 2006. The Code is voluntary in all states and territories of Australia, other than New South Wales where it is mandatory. Over two thousand smash repairers are, through their Associations and Chambers, signatories to the Code. Twenty-three insurance companies, representing most major participants in motor vehicle insurance, are also signatories to the Code.

An external review will commence in September 2009 and is expected to be finalised by early 2010. In order to provide input to the review process, the Australian Motor Body Repairers Association of Australia (AMBRA), which is an affiliated trade association of the Motor Trades Association of Australia (MTAA), would like to learn first-hand from body repairers across the country how they believe the body repair Code has affected the way in which they do business with insurance companies.

AMBRA representatives fought hard and long to convince the Federal Government that there was a need for a Code of Conduct to govern the business relationships between repairers and insurance companies.

AMBRA believes that the Code is a very powerful tool, but like all tools it must be used to be effective and successful in its objectives. That means body repairers must use the Code and the tools it provides to ensure the business relationships with the insurance companies with whom they deal are transparent, informed, effective and co-operative based on mutual respect and open communication.

That said, reports are continuously being received by the AMBRA Executive Committee that the Code has had no or little influence in improving relationships between repairers and insurers. With little evidence coming through the dispute resolution processes under the Code that relations between body repairers and insurance companies remain strained and slanted in favour of the insurance companies, AMBRA will not be in a position to make representations to the forthcoming external review of the Code or to the Federal Government for changes to the current voluntary Code or indeed to offer that the Code needs to be mandated.

**We would urge you in the strongest possible terms to support this initiative by AMBRA and complete the attached survey form as soon as possible by fax or email.** AMBRA is mindful that time is precious for small businesses and has therefore tried to keep the survey as simple and as brief as possible.

**The Code is in your hands** and your assistance in completing the attached survey is much appreciated and will go a long way to providing AMBRA with the information it needs to pursue the question of either strengthening the existing voluntary Code or making meaningful representations to the Government to mandate the Code.

Depending on the findings of the survey, and of course the number of responses received, that will initially be done through AMBRA's submission to the external review of the Code.

We thank you for your assistance and in anticipation of your agreement to complete (as best you can) the survey and return it to MTAA/AMBRA as quickly as possible.

Yours sincerely,

**WAYNE PHIPPS**  
Chairman of AMBRA

**JAMES McCALL**  
MTA NSW Chief Executive Director

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