



Industry News

Safety Issues

The body repair industry has identified **safety** as the most pressing issue facing our industry!

2 Quote / Tendering - Evidence is mounting of the severe risk to the safety of the general public by Insurers adopting a “cost over quality defacto policy”.....issues identified through Code disputes include:

- Insurer claims staff misleading customers
- Denying customers their rights to choice of repairer
- Unrealistic Insurer estimating requirements
- Poor insurer assessing practises
- Lack of Assessor technical knowledge and assessing ability
- Special supplier deals.....third line and full line forcing

MTA NSW will be pushing ahead with bringing the Motor Vehicle Industry Repairs Act into line with the MVIRI Code of Conduct.

Some of these issues are already being addressed through the MVIRI Code Dispute process, and can be by lodging IDRs (“Internal Dispute Resolutions”).

MTA Members Note: If you have any Code/insurer issues, contact MTA, quote your Membership number and ask to speak to the MTA’s dedicated Division Officer working on the Code – Adam Thomas.

Industry Sponsor



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To find out more about the Motor Traders' Association of NSW, click [here](#).

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Regards,
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