

# Motor Vehicle Insurance and Repair Industry Code of Conduct

## INTERNAL DISPUTE RESOLUTION FORM

This form is being lodged to you, the Insurer, as outlined in the Motor Vehicle Insurance and Repair Industry Code of Conduct as per Section 11 Dispute Resolution Process. This section applies to disputes arising from clauses 4 to 9 of the Code and disputes over contractual arrangements. If the Repairer disagrees with the outcome, the Repairer may lodge an External Dispute Resolution with the Code Administration Committee (CAC) as per Clause 11.3.

CODE DISPUTE ISSUE: **Refusing to Assess Quotation Estimate**

- As per the Code of Conduct, Clause 11.2(c), written acknowledgement of this complaint must be received by the Repairer within Five (5) working days. Within a further ten (10) working days, the IDR process must be concluded.

Date \_\_\_\_\_

**Insurance Company Details**

Insurance Company \_\_\_\_\_  
Claim Number \_\_\_\_\_  
Claims Manager/Contact \_\_\_\_\_

**Repairer Details**

Business Name \_\_\_\_\_  
Contact \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Address \_\_\_\_\_

**Vehicle Details**

Make and Model \_\_\_\_\_  
Registration Number \_\_\_\_\_

**Details of Dispute Section: 4 INSURER AND REPAIRER RELATIONS**

**4.2 Insurers** In their dealings with Repairers in relation to repair work, Insurers will:

**(b) not refuse to consider an estimate on unreasonable or capricious grounds;**

*Please describe the dispute and attach any relevant documentation.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Please describe your desired outcome of this dispute.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



FORWARDED TO MTA NSW

Produced by the Motor Traders' Association of New South Wales