

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: **Network Smash Repairer Schemes - Performance**

- 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: **5.2 Disclosure of information on NSR schemes**

Insurers will provide Repairers who are members of an NSR scheme with:

- (b) the circumstances under which a Repairer's status within the NSR scheme can be changed; and
- (c) the circumstances under which a NSR status can be withdrawn, suspended or removed.

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