

# 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 - Termination**

- 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: **5.6 Termination of NSR Agreement – based on performance criteria**

An Insurer may only terminate an NSR agreement based on a Repairer failing to meet performance criteria or standards, if:

- (d) the Insurer has treated the Repairer fairly in relation to the application and enforcement of performance criteria and standards.

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

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*Please describe your desired outcome of this dispute.*

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FORWARDED TO MTA NSW

Produced by the Motor Traders' Association of New South Wales