

## **Motor Vehicle Insurance and Repair Industry Code of Conduct:**

**Due to the increasing nature of Non Compliance to the Code of Conduct based upon numerous complaints from Repairers over possible transgressions or contraventions of the code an Open Code Dispute Service has now been activated.**

### **Lodging a Dispute:**

There are standardised forms to assist you with dealing with specific code matters.

**Step 1:** Click on the Lodge IDR tab & select if you are a member or not a member of MTA NSW.

If not a member fill in the registration form to set up your free account.

**Step 2:** check your details & fill in the information for your dispute, claim number etc & remember to check your State.

**Step 3:** Select the Insurer and supply the assessing staff's information involved in the dispute,

**Note:** Recommended to include the manager's details as the second assessor.

**Step 4:** Identify Code issue from listed Code issues or from the unlisted dispute issues, fill in reasons of dispute & send notification

**Step 5:** Insurer must respond in 5 working days in writing & resolve issue within a further 10 working days.

*The MVIRI Code of Conduct, became law in NSW from 30 March 2007!*

*"The NSW Fair Trading (General) Amendment (Motor Vehicle and Insurance Repair Industries) Regulation 2006 enacts this new Mandatory Code"*

**Remember: Before lodging your dispute have you consulted the Insurer?**