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## **Repair Code released**

The Insurance Council of Australia has welcomed the announcement today by the Minister for Small Business and Tourism, the Hon Fran Bailey, that the Code of Conduct between insurers and smash repairers has been completed.

Insurance Council CEO, Kerrie Kelly, said the insurance industry had been pleased to participate in the process and to make a valuable contribution to the development of the Code.

“We believe the Code enables insurers to provide motor vehicle policyholders with the level of customer service they expect, while clarifying and strengthening the business relationships between insurers and repairers.

“The key focus for insurers is to get vehicle owners who have had an accident, back on the road as quickly as possible and to ensure repairs are of a high quality, delivered at a reasonable cost and in an appropriate manner.

“Importantly, the industry is pleased that the Code provides a single, national framework covering the relationship between insurers and repairers.

“The Code now moves into the implementation phase and there will be further discussions between insurers and repairers on the timetable for this to be achieved,” Ms Kelly said.

There are a number of issues which have to be finalised during the implementation phase including the need for the Code’s requirements to be incorporated into documents such as Product Disclosure Statements which require the approval of insurance regulators.

Contracts between insurers and repairers will have to be redrafted and the dispute resolution framework accompanying the Code established. The repairers’ representative bodies will also have to communicate the Code’s requirements to all their members.

“However, I am very confident that there will be a cooperative implementation effort by insurers and smash repairers to ensure that the Code will meet its objectives,” Ms Kelly said.

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