

## AMBRA INDUSTRY UPDATE – AUGUST 2024



### Update on Industry Initiatives and Code of Conduct Review Progress

#### 1. MTAA/AMBRA Meetings:

Given the critical juncture we find the industry in, AMBRA has been actively engaged, with meetings held in June and July, and ongoing monthly meetings scheduled to assist with grounding activities with the reality that members face daily. This consistent engagement is crucial for advancing and overseeing industry initiatives. AMBRA initiatives will be shared with members shortly.

#### 2. Body Repairer Education Series:

We are in the process of creating a comprehensive Body Repairer Education Series, a set of “guides” for the industry. This program will focus on improving communication skills for repairers when interacting with insurance representatives. The aim is to empower repairers in navigating the complex landscape of insurance demands, with a series of guides clarifying a repairer’s legal rights against unreasonable or prohibited insurer requests.

**3. MVIRI Code of Conduct Review:** In 2023, the MVIRI (Motor Vehicle Insurance and Repair Industry) Code of Conduct underwent a thorough review led by Dr. Michael Schaper, culminating in 15 key recommendations. The Code Administration Committee (CAC) which has MTAA representatives is actively working on implementing these recommendations to enhance the Code’s effectiveness and relevance. AMBRA is key to monitoring progress, tracking milestones, and helping the team to work with our members to work through the issues. A draft Code will be released in the next month for all industry to review.

#### 4. Appointment of Code Writer:

To bolster the MVIRI Code of Conduct, a dedicated Code Writer (MST Lawyers) has been appointed. This role is critical for overseeing the review and IDR/EDR (Internal Dispute Resolution / External Dispute Resolution) process, ensuring that legislative changes and insights from the review recommendations are effectively incorporated into the Code.

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