

Australian Capital Territory

Motor Accident Injuries (Insurer Communication) Guidelines 2020

Disallowable instrument DI2020–15

made under the

Motor Accident Injuries Act 2019, section 487 (MAI guidelines)

EXPLANATORY STATEMENT

Section 487 of the *Motor Accident Injuries Act 2019* (MAI Act) enables the MAI Commission to make guidelines (the MAI guidelines) about any matter required or permitted by the MAI Act to be included in guidelines.

Communicating with applicants and claimants is authorised by section 432 of the MAI Act. The guidelines provide guidance to insurers about communicating with applicants for defined benefits, and claimants for motor accident claims.

Specifically, the guidelines make provision for the circumstances that an insurer may contact an applicant or claimant, regardless of whether they are legally represented, and the matters about which an insurer may communicate with an applicant or claimant.

The ACT Government consulted with insurers and the legal profession in preparing the guidelines.