

Australian Capital Territory

Motor Accident Injuries (Internal Review) Guidelines 2022

Disallowable instrument DI2022-219

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.

The guidelines provide guidance to insurers about applications for, and the conduct of internal reviews, for internally reviewable decisions about defined benefit applications.

The guidelines have been updated to include more detailed procedures to be followed by insurers in conducting an internal review following recent comments from the ACT Civil and Commercial Tribunal. The updated guidelines also provide greater clarity about circumstances for extending the timeframe for an internal review decision when additional information is required for the review.

The 2019 guidelines were made before the MAI Scheme commenced. The updates are intended to ensure operations of the scheme are optimal. The 2019 guidelines will be revoked on the commencement of the new guidelines.