



Insurance Council  
of Australia

## Media Release

Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee

### **CODE COMMITTEE APPOINTS NEW CHAIR AND MST LAWYERS FOR CODE REWRITE**

**23 JULY 2024**

IAG Industry Risk & Governance Manager George Manos has been appointed as the Motor Vehicle Insurance and Repair Industry Code of Conduct Administration Committee (MVIRI CAC) Chair, as the committee tasks law firm MST Lawyers to draft a rewrite of the Code.

With three decades of experience in the insurance sector, Mr Manos' career includes roles in motor underwriting and claims management in both personal and commercial insurance. Currently Mr Manos works in IAG's Motor Supply Chain in the role of Industry Risk & Governance Manager.

Following two years as Chair, Motor Traders' Association of NSW General Counsel and Head of Employment Relations Stephen Jenkins will continue to serve on the committee along with current members.

MVIRI CAC Chair George Manos said, "I wish to extend my sincere appreciation to the previous Chair for his outstanding leadership during the Code review process. His dedication and strategic vision have been pivotal in steering our committee through the crucial initial stages with great success."

Mr Manos added, "As I step into the role of Chair, I am eager to build upon the strong foundation laid and I am committed to maintaining our progress, ensuring that we continue to evolve and thrive as a highly effective committee."

The appointment arrives at a pivotal moment for the committee, with law firm MST Lawyers formally appointed to draft a rewrite of the Code.

"It is an exciting milestone to be one step closer to improving the Code in response to the independent review conducted by Dr Michael Schaper" Mr Manos said.

"In the coming months, the committee's intention is to share the draft and seek industry feedback".

## **Background**

Section 13.1 (e) of the [Motor Vehicle Insurance and Repair Industry Code of Conduct](#) currently states that members of the CAC will elect one of their number as chairperson for a 12 month period on the basis that an appointee of ICA and an appointee of MTAA will rotate as chairperson and the first rotation shall be determined by lot.

In December 2022, the Motor Vehicle Insurance and Repair Industry (MVIRI) Code Administration Committee (CAC) announced Dr Michael Schaper was appointed to conduct an independent review of the MVIRI Code of Conduct (Code) and in May 2023, the CAC formally received Dr Schaper's final report.

The report provided 15 recommendations in response to the review's terms of reference which focused on:

1. The effectiveness of dispute resolution processes under the Code
2. Awareness and accessibility of the Code
3. Compliance with the Code
4. Governance of the Code and the CAC
5. Other issues pertinent to the effective governance and operation of the Code

A range of stakeholders were consulted in the review process, including government bodies, regulators such as Small Business Commissioners, members of the Code Administration Committee, as well as the insurance and repair industry.

Since its inception in 2006, the Code has undergone multiple reviews to ensure it remains fit-for-purpose, with the last review undertaken in 2017.

A copy of Dr Schaper's report can be found on the Motor Vehicle Insurance and Repair Industry Code of Conduct website at [www.abrcode.com.au/resource-centre](http://www.abrcode.com.au/resource-centre) as well as the MTAA website [www.mtaa.com.au](http://www.mtaa.com.au) and the ICA website at [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au).

### Contact:

#### **MVIRI CAC Chair George Manos**

Phone: 0411 014 428

Website: [www.abrcode.com.au/contact-us](http://www.abrcode.com.au/contact-us)