Helpful Information for Insurers

1. Register as a Member

Simply fill in the Sign Up form and submit your details.

2. Apply to become a Signatory

To become an Insurer Signatory you must log into the website as a Registered Member, select 'Become a Signatory' found in the Member dashboard and apply to become a Signatory. The CAC Code of Conduct Committee will review your submission and approve or reject your status as a Signatory accordingly.

Once your submission is approved and you are an Insurer Signatory your business name and contact details will be searchable in the 'Find a Signatory' search function found in the footer of the website.

How do I best utilise this website?

Lodge a Dispute

Once you have registered as a Member you will have access to 'lodge a dispute' against a Registered Repairer using the 'Lodge a Dispute' section of the Member Dashboard.

Check the status of all lodged disputes by logging in to the website and viewing the 'My Disputes' section of the Member Dashboard.

If you cannot find the Repairer you would like to lodge a dispute against (the Repairer is not registered in the system), please fill in the 'Contact Us' form and the Code of Conduct Committee will be in contact with you shortly.

If you are not satisfied with the outcome of the lodged dispute resolved by the Repairer or Administrator you can reopen the closed/resolved dispute and proceed to the next stage, Mediation.

Mediation

Check the status of your lodged dispute throughout the mediation process by logging into the website and viewing the 'My Disputes' section of the Member Dashboard.

If you are still not satisfied with the outcome of Mediation resolved by the Repairer or Administrator, you can reopen the dispute and move to the next stage, Expert Determination.

Expert Determination

During 'Expert Determination' you will only be able to 'view' the process. The CAC Code of Conduct Committee will be responsible for working on your case and will be the only party allowed to change the status of the lodged dispute.

How do I remove my status as an Insurer Signatory?

Simply log in as a Member to website, select 'Become a Signatory' found in the Member Dashboard and select 'Remove Me'.

Forgotten your password?

To reset your password use the recovery section of the login page. Please note that a reset password link will be emailed to the registered email address and will expire within 30 minutes of requesting a reset password. The 'reset password' function is also found in the Member Dashboard if you would like to change your password information.