

Australian Capital Territory

Motor Accident Injuries (Internal Review) Guidelines 2019

Disallowable instrument DI2019–244

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.

Specifically, the guidelines make provision for:

- A full and satisfactory explanation and a longer period for a late application
- The conduct of an internal review
- Circumstances for extending the date of an internal review decision.

The ACT Government consulted with insurers and other relevant stakeholders in preparing the guidelines.