

FILE



THE MOTORCYCLE RIDERS' ASSOCIATION OF AUSTRALIA INC.
(THE MRAA LOGO IS AN AUSTRALIAN WEDGE-TAILED EAGLE)

December 4, 1995.

Mr Raymond Jones.
General Manager,
Australian Operations.
Q.B.E. Australia.
82 Pitt Street,
Sydney, N.S.W. 2000.

Dear Sir,

further to our phone conversation last week.

I am a Director of The National Motorcycle Consultants Pty. Ltd. I have been selling Western Underwriters Motorcycle Insurance for well over ten years. In that time there have been some mistakes but when pointed out these have been fixed.

I see no reason to terminate the NMC Agency there. Our figures re claims may have been a small problem of late but taken in the context of long service and our new, high profile position in this City's CBD motorcycle centre, I see no reason to terminate the NMC Agency there.

On the other hand I feel Mr White has treated us most unfairly and decisions by the Melbourne W.U. office have not been in line with motorcycle safety decisions and policies developed by members of government and industry organisations whose purpose it is to promote road safety.

NMC has not been informed of policy changes by Mr White. It has recieved contradictory information regarding premiums, excess and discounts. Other companies we deal with have a traveller drop in regularly to update our material. This situation has caused embarrassment to ourselves and W.U. clients at our agency.

Complaints are refered from one side of the Melbourne office to the other. When I asked Mr White who I could talk to about the situation, I was told Mr Gallagher. I pointed out he was in the same office and was told that if I went higher it would be sent back to Mr Gallagher. Catch 22. Clients have told me they suffered the same problem.

I would be happy to document my complaints should this matter go further.

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When Mr White visited our premises he terminated this agency verbally. His reasons were not convincing to say the least. When I asked for the letter officially ending my long association with W.U. he looked blank for a moment then said "I'll type it this afternoon". He got up and walked out of the building without another word.

No letter arrived by Facs, mail or hand to 5.30pm today. Mr White left here about 11.30 am Thursday.

I have been working for motorcycle safety for twenty years. I believe I am well respected in my field. I run NMC not for profit but to further the work for bike safety particularly with young people.

I have been accepted as an expert witness on road motorcycling by the Coroner's Court and the Victorian Parliamentary Inquiry into Motorcycle Safety 1992/'93. I am a permanent member of the Victorian Road Safety Reference Group (copy attached) and the Victorian Motorcycle Safety Forum hosted by VicRoads. I am also on the Federal Office of Road Safety's Motorcycle Safety Consultative Committee and the Austroads Committee looking at the road environment as relates to motorcycle safety.

I believe we have been poorly treated and that some W.U. policy changes have been counter productive in terms of motorcycle safety.

Sincerely,

Damien Codognotto
NMC Director.
MRAA President.