



CRA BULLETIN

Issue 25 – 18 April 2006

Signed: _____ Dated: _____

FRAUDULENT ACTIVITY

On reading the 'Guide to Good Membership' and the Association's 'Code of Ethics' it is clear that fraudulent activity has no place within the membership of the Collision Repair Association.

We recently sent a letter to all insurance companies emphasising this point:
One of the founding principles of the Collision Repair Association is zero tolerance of fraudulent activity. In order to ensure that our membership maintains credibility and the confidence of our customers, we need your help.

If you have any evidence of fraudulent activity involving any member of the CRA, we would request that you share this information with us if possible. Please be assured that we are ready and willing to do all we can to eradicate this type of activity whilst remaining sensitive to your position.

The credibility of the entire association comes into question if the above situation occurs. For this reason we must act appropriately and professionally to ensure the rest of the membership is not brought into disrepute.

If we are informed of any fraudulent activity by a member and on further investigation find the accusations to be founded, then we will act to have that company's membership revoked.