

WRITTEN SUBMISSION FROM THE SOCIETY OF MOTOR MANUFACTURERS AND TRADERS LTD

1. Our subsidiary, Motor Codes Ltd, incorporates arbitration within our self regulatory process to support and facilitate the resolution of disputes between consumers and businesses, under our New Car Code and the motor industry's Service & Repair Code. The arbitration offered is in accordance with the Arbitration Act 1996.

2. Details of our Codes and how arbitration is used are available at <http://www.motorindustrycodes.co.uk>

3. Therefore we would support the introduction of equivalent legislation to facilitate the development of low cost qualitative dispute resolution in Scotland.

4. You may be interested in these statistics:

New Car Code Statistics

	Total Contracts 2006	Total Contracts 2007	Total Contracts 2008
Total Contacts (Calls: Letters, Emails)	4315	3871	4038
Conciliation Cases	353	342	527
Arbitration Cases	4	9	16

2006 Arbitration Cases

Outcome	2 of the 4 Claimants Successful
Rewards	£1,330.00 £5,500.00

2007 Arbitration Cases

Outcome	2 of the 9 Claimants Successful
Rewards	£1,944.70 £375.00

2008 Arbitration Cases

Outcome	3 of the 16 Claimants Successful – Cases still ongoing
Outcome	£523.34 £1,680.00 £1,495.00

5. This Code launched in August 2008 and has two active cases referred for arbitration (in March) as yet undecided.

Sefton Samuels
Company Secretary & Head of Legal
13 May 2009