

Internal Review Request Form

What is an Internal Review?

An internal review provides an opportunity for decisions that you disagree with to be reviewed independently by the Senior Review Officer who has not been involved in the original decision or management of your claim. In an Internal Review all available information will be considered, as well as any new information provided by you.

When can I apply for an Internal Review?

An Internal Review is an optional step which can often resolve any issues quickly. There is no cost for an internal review and TIO aims to complete these reviews within 30 working days.

It is important to note that under section 28A of the *Motor Accidents (Compensation) Act* you have **90 days from receipt** of the original notice of decision or if no notice was given, from when you became aware of the decision to apply for a Designated Person review which is a more formal process.

This request for an Internal Review does not change / extend the 90 day period to apply for a Designated Person review.

To request an Internal Review please complete this form detailing your request, it is important that you provide any additional information that you would like taken into account. If acting on behalf of a customer a signed authority must be provided.

Full Name			Claim Number			
Postal Address						
Phone		Email				
	behalf of a TIO claimant please must be attached)	complete the	e following d	etails:		
Full Name			Relatio Custom	nship to ner		
Postal Address						
Phone		Email				
Please list decision(s) to be internally reviewed						

Provide an overview of the information you would like taken into account
Explain why you believe TIO's decision is incorrect. Attach any supporting information to this form.

Please send completed form and supporting documentation to TIO by mail or electronically to:

MACreview@tiofi.com.au
TIO – Motor Accident Compensation
GPO Box 770
Darwin NT 0801
1300 493 506