

## MOTOR VEHICLE REPAIR INDUSTRY

Organisation: [REDACTED]  
Name: [REDACTED]  
Position: [REDACTED]  
Date Received: 13/02/2014

Partially Confidential

[REDACTED]  
[REDACTED]  
[REDACTED] are apparently going to cash settle all third parties which leaves the owner to negotiate on their own behalf with the repairer for the correct amount to repair their cars that were not at fault. Insurers are increasingly breaching the Code by not discussing the adjustments to the quotes and we have on a few occasions had adjusted quotes arrive in the fax with no contact from the assessor.

[REDACTED] assessor has adjusted quote by 50% and sent back on Estimage with no contact to us. Owner has had the entire suspension components put "on report" (even with a suspension report) and method of repair changed and owner is unsure if the 50% of the estimate is enough to fix the car. He is unable to negotiate on his own behalf as he has no trade knowledge and must authorise repairs himself and may be left with a repair bill up-front. (\$23,000 quote)

[REDACTED] assessor faxed adjusted quote and did not contact repairer, with "cash settle" written on the quote and items on report with no chance of additional for items on report.

[REDACTED] are only allowing a percentage of new list parts prices, from alternate sources, for cars within warranty but refuse to formally notify us in writing of the percentages they will allow. They also said if the prices were too low to allow reasonable mark-up on parts we can negotiate that with the assessor after we source the parts first. They do not take into account for the referral from a dealer, who expects us to use their parts department if they refer the work to us and the manufacturer's warranty on genuine parts bought through the dealers.

Insurers still do not let us act on behalf of third parties in recoveries for not at fault claims despite a written authority by the owner of the vehicle as we do not hold a CAPI licence and refuse to show us the assessor's report unless we pay for them.

[REDACTED] have also taken the step to not supply add strips on all quotes with the adjusted quote so that amounts settled with insured have to be checked with claims and quotes amended to match their figures.

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[REDACTED]  
[REDACTED]

Examples of some insurer questionable conduct,

[REDACTED] third parties are told that whatever internal assessors have agreed to as a "reasonable" settlement to repairs or total losses are take it or leave it and not open to negotiation, and even though clients sign a release to act on their behalf in claims matters, as we do not hold a CAPI licence we cannot act on their behalf to recover repair costs or negotiate any settlement.

[REDACTED] insured clients are told to go the approved assessment centre which is really another repairer and told they have to leave the car for repairs, without being informed of their choices.

When [REDACTED] speaks to our clients they tell them we are not a preferred repairer and that we don't use those repairers, [REDACTED] clients are told we have are "not on their list" despite doing work for them in the past, and they must take the car to an approved repairer. When asked how we become an approved repairer we are told that they are not looking for any more repairers.

[REDACTED] – owner had issues with us as a non-factory approved repairer from Subaru. Recto was authorised and loan car provided prior to consultation with us 3 weeks later.

[REDACTED] – owner had car authorised/repared and 2 months later had his additional payment approved

[REDACTED] - Despite being told she had a choice of repairer, she was kept waiting a week and a half while her insurer delayed the assessment of a claim as she had

not taken her non-driveable car to get a second quote, even though the other party was [REDACTED] as well.

[REDACTED] – owner made a at fault/non-recoverable claim as she hit a pole while driving, paid her excess, then insurer argued that she was lying about what had happened saying she hit a brick wall and they would not re-insure her as her tyres were illegal (they were close to tread wear index) and the car had not lost control or even considered the tyre wear in the claim as it happened at 5km/h in a car park.

[REDACTED] – insured was cash settled due to questionable old damage, without any consultation as to the adjustments the assessor had made to either owner or repairer. Owner bought car at auction and was unaware of extent of previous repairs, the quote was halved and owner not advised if items on report may later prove to be part of claim & that his acceptance of settlement would hurt his chances of pursuing further damage from a legitimate claim. Ongoing..

[REDACTED] – 6 weeks to approve assessment, even when owner has a choice of repairer, was told to get a mechanical quote and was told it was too expensive and they did not use that supplier, second mechanical/suspension quote from “preferred” supplier was more expensive and approved without change, exchange parts used without owner’s notification, electrical report obtained proving accident related damage to electric door locks but claim denied. FWO to handle...

-All [REDACTED] jobs, whether within warranty or not are subject to aftermarket or non-dealer sourced parts, removing genuine suppliers from referring work to us and using dealership supplied parts, with factory warranty on parts, and encouraging repairers to look at cheaper and non-factory approved suppliers.

[REDACTED]  
-Most insurers force you to use a supplier of aftermarket or non-genuine radiators and air cores which may not be the same quality as the factory item, and they do not pay you to flush the old coolant out of the system which voids the warranty on any cores, and force you to supply aftermarket coolant for cars out of warranty by allowing this it can void the warranty on any parts supplied

-Most insurers do not allow 2 x booth allowances for painting a car then the parts in a separate operation, even though required by EPA to spray them in a booth. Most insurers do not adequately allow for the safe removal and supporting of a vehicle when taking a wheel off for repairs, or an apprentice to keep watch when welding to alleviate fire risks.

-Most insurers force the cost of de/recommission but refuse to pay what it really costs since carbon tax

-some insurers use a real time methodology but still refuse a real time to do what we don’t get paid for eg. Painting or mask/polishing door apertures to avoid the obvious signs of paintwork