

**Submission
No 65**

MOTOR VEHICLE REPAIR INDUSTRY

Name: Leslie Wilson
Date Received: 15/02/2014

Partially Confidential

From: [Leslie](#)
To: [motorvehiclerepairinquiry](#)
Cc: carmel.cannizzaro@capitalsmart.com.au
Subject: GIO & CAPITAL SMART REPAIR - REF. NO.: M016396918
Date: Saturday, 15 February 2014 10:48:38 PM

Dear Sir/Madam,

It is with pleasure that I write to you on behalf of GIO and Capital Smart Repair.

I have recently lodged a claim on GIO for an accident I had in my car:

[REDACTED]
which I collected from Capital Smart on Mon, 3rd February, 2014. after the repairs had been completed.

Having been responsible for motor vehicle claims for 30 plus years during my employment

I was expecting a complicated, protracted process which would involve weeks of phone calls, paperwork, follow-up and eventual repairs.

To my complete surprise, I was treated to a level of service I have not experienced in many years in both my business and personal life.

I phoned GIO and spoke to Janelle in Claims who took down all my details in no time short, issued a Ref No. and arranged a time and date to suit ME to take my car to Capital Smart.

A very capable and pleasant lady I must say.

She explained in detail how the process would happen

I drop the car to Capital Smart and it is assessed on the spot!

They arrange a taxi to Hertz to collect the loan car (at no cost)

At the designated time and date I drop the loan car back to Hertz

Hertz calls Capital Smart and they arrange a taxi to take me back to them.

I pick up my beautifully repaired car on the allotted day.

I will be contacted in 2-3 weeks time by Triff at Capital Smart to arrange for the paint protection

people to come and apply their product to the panels repaired to restore my car to its original condition.

I am so impressed with the efficiency and quality of service that I received in relation to this claim

and am constantly relaying this story to everyone I meet because I still can't believe the

wonderful service I received.

Yours sincerely,

LESLIE C. WILSON

