

**Submission  
No 16**

## **MOTOR VEHICLE REPAIR INDUSTRY**

**Name:** Name Suppressed

**Date Received:** 13/02/2014

We are smash repairers in [REDACTED] area. There has been a continuing problem for us with insurers steering our clients to their own repair networks. 3 instances recently include an owner upon asking for us for his repair was told that we couldn't get his car done before Christmas & their repairer would do it immediately. Upon investigation the repairer they wanted it to go to told us he was booked out until 4 weeks after Christmas & we had the car completed 1 week before Christmas. Another client was told this week that if he used us there would be no guarantees & he would have to manage the claim himself without them & also that we would not be able to get the repair done promptly. There are many more instances of these subtle steering methods that are outright lies meant to mislead & direct customers where they want & intimidate them into giving up their freedom of choice. One gentleman in my presence was so intimidated & he had to insist 3 times feeling increasingly embarrassed, before the telephone operator would give in to his request to have us repair his car. We have been in business over 40 years, have a great reputation for quality & guarantee our work as well as being no more expensive than most others. We employ a staff of 14 people & feel as though our hard earned customer base is being taken.