

**Submission
No 24**

MOTOR VEHICLE REPAIR INDUSTRY

Name: Mr Brian Hade

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Hi

Like a lot of people i have had a negative image of the smash repair industry, not from experience but possibly media reporting , hearsay and movies.

Possibly their association with the tow truck industry hasn't helped.

However, I have had a recent happy experience with a smash repairer which I am more than happy to share with you. The company is Capital Smart at Silverwater NSW.

I am insured with GIO . As arranged I presented My1988 Honda Civic at Silverwater Monday 6th January 2014at 10.30am.The damage was a pushed in broken left passenger rear tail light. Metal had been torn and the bumper quite heavily scratched .and dented. I was told it would be ready for pick up Thursday 9th January.

I said" are you sure?" There was panel beating , new bumper light assembly and a re spray. The assessor was quite sure.

Thursday the 9th 12pm had a phone call ,all ready. Great job from booking in to pick up. Very professional and ready when promised. The quality is "as new" well, for that part of the car!

I used Capital Smart last year for my daughters vehicle. Smaller job but ready next day. Again, great work.

Since the major insurance companies have become more involved with the smash repairers I believe the image of the industry is changing.

It has for me.

Regards

Brian Hade

