

**Submission  
No 79**

## **MOTOR VEHICLE REPAIR INDUSTRY**

**Name:** ████████████████████

**Date Received:** 17/02/2014

From: [REDACTED]  
To: motorvehiclerepairinquiry  
Subject:

Sent: 16/02/2014 8:46:17 AM



### To whom it may concern

In 2013 I was involved in a car accident when another driver ran into the rear of my 2012 Honda jazz motor vehicle. I lodged a claim on my policy with [REDACTED] Insurance [REDACTED] and the vehicle was repaired at my chosen repairer [REDACTED].

The total cost of repairs was over \$10,000 dollars and I was not happy with the repair quality. I took the car back to the repairer five times as I could see there were obvious problems.

When I contacted my insurer an assessor inspected my vehicle but he could not see any problems with the repairs. In frustration I contacted the MTA [REDACTED] who agreed to inspect the vehicle and they determined the vehicle did have numerous problems.

The extent of the problems identified became a battle between repairers, [REDACTED] and the MTA. Eventually [REDACTED] came to the conclusion the repairs had not been performed correctly and they paid me the sum insured, I understand the cost of rectification repairs was over \$12,000 dollars. I am aware the vehicle is not listed on the Written Off Vehicle Register.

When a consumer has issues with repairs I believe the Government has a responsibility to protect consumers. My experience has left me doubting the honesty and integrity of insurance assessors to act in the best interests of the policy holder.

If it was not for the MTA I doubt whether I would have been able to have negotiated the outcome that I did. I would strongly support the introduction of a public register that recorded repairers and assessors/Insurers who are found to have been responsible for poor quality and unsafe repairs.

[REDACTED]

[REDACTED]