

**Submission
No 32**

MOTOR VEHICLE REPAIR INDUSTRY

Organisation: [REDACTED]

Name: [REDACTED]

Position: [REDACTED]

Date Received: 14/02/2014

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I WOULD LIKE TO EXPRESS MY DISGUST AT HOW MOTOR REPAIR INDUSTRY IS HANDLED BY THE INSURANCE COMPANIES

THERE ATTITUDE IS HOW CHEAP THEY CAN REPAIR CARS, WITH NO RESPECT FOR CUSTOMER OR REPAIRER

THEY CHANGE MY QUOTE

WE ARE ASKED TO USE 2ND HAND PARTS

REDUCE MY REPAIR TIMES

THEY PAY THE SAME PRICE FOR A WHITE TAXI AS A BLACK BMW, WHICH TAKES TWICE AS LONG

██████████ PAY US \$66 PER HOUR AND HAVE FOR 5 YEARS WHICH IS IMPOSSIBLE TO SURVIVE ON AND PAY OTHER SHOPS UP TO \$100 PER HOUR, OUR MATERIAL COSTS ARE THE SAME, AWARD WAGES ARE THE SAME. THEY PAY THEIR PREFERED REPAIRERS WAY MORE THEN USE SO THEY CAN SQUEEZE US OUT OF THE MARKET SO THEY CAN CONTROL EVERYTHING.

EVERY TIME I ASK FOR A RATE INCREASE ██████████ TELL ME THE HOURLY RATE IS NOT IMPORTANT!

THEY USE THINGS LIKE, TO REDUCE REPAIR COST AS AREA AVERAGE, THAT IS INCLUDED IN OTHER TIMES, THEY ASK FOR TWO QUOTES AND THEN ASSESS THE CHEAPEST ONE DOWN EVEN FURTHER

THEY SAY YOU CAN REPAIR THAT NOT REPLACE THAT

WE WILL SEND YOU AN A/C CONDENSOR AND GIVE YOU A \$30 DOLLAR HANDLING FEE

USE AN EXCHANGE PART WHICH TAKES TWICE AS LONG TO REPAIR AS A NEW ONE

THEY BULLY AND DOMINATE SAYING IF YOU DON'T REDUCE YOUR QUOTE WE WILL GET A SECOND QUOTE

JUST LAST WEEK ██████████ SENT PHOTOS OF A DAMAGED CAR TO ANOTHER REPAIRER ONE OF THEIR PREFERED TO RE QUOTE, THE OTHER REPAIRERS QUOTE WAS MUCH CHEAPER, BUT THEY QUOTED THE WRONG TAILLIGHT PRICE! THE ASSESSOR SAID THAT'S ALL HE WILL PAY AND WONT ACCEPT ANY ADDITIONALS. HE SAID THE REPAIRER WHO QUOTED IS VERY EXPERIENCED AND ALLOWED FOR ANY UNSIGHTED DAMAGE. WELL I HAVE BEEN DOING THIS FOR OVER 30 YEARS NEVER HAD A RECTIFICATION AND IT IS IMPOSSIBLE TO QUOTE AND ALLOW FOR UNSIGHTED DAMAGE AND ILLEGAL

██████████ TAKE OVER A WEEK TO RETURN ASSESMENTS WHEN THEY ARE SUPPOSED TO DO ON SIGHT

THEY USE EXCUSES SUCH AS I DON'T HAVE THE RIGHT TIME SHEET I WILL SEND IT TO YOU, THESE ARE USUAL DELAY TACTICS TO MAKE USE LOOK INCOMPETENT. WE NOW SMS ALL CUSTOMERS TIME OF ASSESEMENT, TIME OF AUTHORISATION, JUST SO WE DON'T LOOK SILLY

THEY TELL OUR CUSTOMERS THEY WON'T GET LIFE TIME WARRANTY IF THEY TAKE THEIR CAR TO US

WE ARE A SMALL BUSINESS OPERATING FOR 15 YEARS EMPLOYING 8 STAFF THERE NEEDS TO BE A BIG CHANGE IN THIS INDUSTRY TO ALLOW FOR THE SURVIVAL OF BUSINESSES SUCH AS OURS

THERE NEEDS TO BE INDEPENDANT ASSESSORS NOT GOVERNED BY ONE SIDE, THE INSURANCE COMPANY.

THERE NEEDS TO BE AN ENFORCEMENT ON QUALITY OF REPAIRS NOT CHEAPER, CHEAPER, CHEAPER

I FEEL THE CUSTOMERS OF [REDACTED] ARE MISLED AND DON'T UNDERSTAND THAT BY INSURING WITH THESE COMPANYS THAT THEY WILL GET THE CHEAPEST REPAIRS POSSIBLE, THEY WILL USE AFTER MARKET RADIATORS, REPAIR AND RESKIN DOORS NOT REPLACE WITH NEW DOOR SHELL, THEY WONT REPAINT DOOR APERTURE , THEY WILL BLEND PANELS NOT PAINT THE FULL SIDE. USING A TWO QUOTE SYSTEM ALLOWS FOR EVEN WORSE REPAIRS BECAUSE SOME SHONKY REPAIRERS JUST DON'T QUOTE FULL JOB TO WIN QUOTE THEN DO QUICK NASTY JOB WITH NO RESPECT FOR THE CUSTOMER BECAUSE THEY WERE NEVER THEIR CUSTOMER IN THE FIRST PLACE

INSURANCE COMPANYS USING 2 QUOTE SYSTEM AND THEN ASSESSING DOWN ARE STEALING OUR CUSTOMERS OFF US. WE HAVE WORKED HARD TO BUILD UP A GOOD CUSTOMER BASE OVER MANY YEARS. NOW [REDACTED] DEMAND THEY GET ANOTHER QUOTE FROM ANOTHER REPAIRER THEY WANT TO BRING THEIR CAR HERE BUT ANOTHER REPAIRER MISSES SOME THING ON QUOTE REPAIR, RATHER THEN REPLACES AND THEIR QUOTE IS CHEAPER AND WIN THE JOB. WE ARE A PROFESSIONAL SHOP AND A SHONK DOWN THE ROAD WITH NO TRADESMAN CAN PRODUCE A CHEAPER QUOTE AND WIN THE JOB?

I AM TIRED OF ASSESSORS TELLING ME THAT'S ALL WE ALLOW FOR AND THE CUSTOMER IS NOT AWARE THAT THE INSURANCE CO THAT TOOK THEIR MONY FOR INSURANCE IS NOT GOING TO PAY THE CORRECT AMOUNT TO REPAIR THEIR CAR

I HAVE HUNDREDS OF QUOTES WITH THE ASSESSOR RED PEN SLASHING THEM TO PIECES (IF YOU EVER WOULD LIKE TO LOOK AT THEM I CAN MAKE THEM AVAILABLE) THEN HAVING TO ARGUE, FIGHT TO GET ALMOST EVERY CENT BACK ON THE QUOTE. IT IS A STUPID WAY TO DO BUSINESS AND THE CUSTOMER IS ALWAYS THE LOOSER

I HAVE BEEN TO COURT WITH [REDACTED] OVER UN PAID STORAGE OF VEHICLES THEY LEFT AT MY PREMISES, THEY SAID THEY DON'T PAY STORAGE. THE CONSTITUTION CLEARLY STATES STORAGE MUST BE PAID, I WON THE COURT CASE AND WAS PAID \$10500 IT COST ME \$11500 THIS IS HOW THEY TRY TO DOMINATE SMALLER BUSINESSES.

THE INDUSTRY IS IN THE WORST POSITION I HAVE EVER SEEN IT I FEEL SOON STAFF WILL WALK OUT BECAUSE WAGES AND WORK CONDITIONS [REPAIR AND PAINT TIMES] SET BY INSURANCE COMPANYS ARE GOING TO RESULT IN AN INJURY AND IS UPSETTING FOR STAFF THEY FEEL INCOMPETENT BECAUSE THEY CANT MEET THESE REPAIR TIMES AND I SEE THE RIDICULOUS REPAIR AND PAINT TIMES AN UNSAFE AND UNACCEPTABLE ONUS TO HAVE ON STAFF.

I FEEL YOU SHOULD BE ABLE TO WORK IN THIS INDUSTRY ALL OF YOUR WORKING LIFE UP UNTILL RETIREMENT. AT THE PRESENT TIME IT IS A YOUNG MAN INDUSTRY BECAUSE OF WHAT INSURANCE COMPANYS DEMAND AND THIS DISCRIMINATES OLDER SMARTER PEOPLE FROM STAYING IN THE INDUSTRY. I FEEL ANY WORKER OVER 40 WOULD BE AT GRAVE HEALTH RISK TO WORK IN THIS INDUSTRY AND TRY AND MANAGE WORKING IN TIMES SET BY INSURANCE COMPANYS. AND I THINK THAT THESE WORKERS WOULD HAVE A CASE UNDER THE FAIR WORK PRACTICE ACT.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]