

**Submission
No 64**

MOTOR VEHICLE REPAIR INDUSTRY

Name: Mr Vassilios Kriketos
Date Received: 15/03/2014

Partially Confidential

From: [REDACTED]
To: [motorvehiclerepairinquiry](#)
Date: Saturday, 15 February 2014 12:28:22 PM

hi my name is vassilios kriketos and i had a minor acciendt last month. was not sure what to expect so i rang my insurer (GIO) and they guided me . i was booked in to see SMART at silverwater. i arrived and the service was prompt and to the point was out of there within 10 mins. pick up my car on the day SMART said again not knowing if the car would be ready cause had a public holiday. upon receving my car again out in less then 10mins, i noticed the quality of service . upon inspecting my car the work had exceeded my expectations they actually did over and above what i expected and the speed of repairs i know it was minor yet i been to places where they promise that day and a week later still not finished. would use that service again not that iwant to have an other accident in my life. you may ring me on [REDACTED] if you have any queries. vassilios