

**Submission
No 21**

MOTOR VEHICLE REPAIR INDUSTRY

Name: Ms Amanda Grounds

Date Received: 13/02/2014

To Whom It May Concern

My name is Amanda Grounds and I live in [REDACTED], I have been insured with AAMI for many years and recently found myself in the unenviable position of having to claim for a motor vehicle accident.

I was told that the quickest way to have my car back on the road was to use a recommended repairer and it was with some trepidation that I accepted the offer. The recommended repairer was Capital Smart Solutions Botany

I was greeted as soon as I walked into the office and given a seat and told that the assessor would be available shortly, unfortunately I was not in a great mood that Friday afternoon and it was evident in my attitude but the young lady who was assigned to deal with customers that afternoon was fantastic, she dealt with customers, telephone calls, taxis, comings and goings and while all this was happening organised a hire car for me by dealing directly with my insurer - my experience that day was above and beyond what I could have anticipated, and I am involved in a customer service based industry. I did extend my thanks via email to Capital Smart on the day I took the car for repair.

The car was assessed, fixed and returned to me on the morning of the day promised.

I had reason to return a week later and once again the service I received was amazing. The problem I had with my door was fixed then and there and I drove away a very happy person.

The car is as good as new, it is only 2 years old and I would return to Capital Smart Solutions Botany without any hesitation whatsoever.

Please feel free to contact me via this email should the need arise.

Yours truly

Amanda Grounds
[REDACTED]