

**Submission
No 7**

MOTOR VEHICLE REPAIR INDUSTRY

Organisation: [REDACTED]

Name: [REDACTED]

Date Received: 12/02/2014

From: [REDACTED]
Sent: Wednesday, 12 February 2014 10:25 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Inquiry Submission

1. Assessors. Only independent assessors should be used. Insurance company trained assessors are heavily influenced to only take the side of the insurer. The assessor should follow the job through.
2. Quotes. Vehicles should be partly dismantled to be able to expose the full extent of the damage. NOT GUESS WORK with an additional later on.
3. EMTA. All insurers should standardise times on vehicle procedure using EMTA times, and use the appropriate shop rate applicable.
4. Insurers should insure. Assessors should assess. Repairers should repair.

And when you have a major insurer who “IN-HOUSE” does all three “as above” that is when the consumer is disadvantaged with sub-standard, low price repairs.

I could list 100 more items that need attention and in my 33 years I have never seen the industry in so much turmoil.

I would be happy to make myself available to talk to you personally.

[REDACTED]