

**Submission
No 30**

MOTOR VEHICLE REPAIR INDUSTRY

Name: ████████████████████

Date Received: 14/02/2014

I am a business owner of a smash repair workshop and myself, staff, paint companies and part suppliers rely greatly on a positive outcome for the future of our industry. We hope you can hear the MTA (Motor Traders Association) as we have already been advised by paint companies and insurers themselves that it is predicted in the next year or two 60-70% of smash repair businesses will close. This is due to customer steering from insurance company teleclaim operators and their misleading conduct of words with customers. For example telling our customers there preferred repairer will provide a life time guarantee of repairs and making out we will not.

The steering of work to these preferred repair shops who they themselves agree to the unfair conduct of the insurance companies specifically NRMA & SUNCORP but are too scared to say no has created more rectifications and dangerous repairs. This is due to demands of reduced repair times and cost for a guaranteed supply of work.

I hope you can hear the MTA as the outcome of this inquiry is the future of the smash repair industry.