

**Submission  
No 56**

## MOTOR VEHICLE REPAIR INDUSTRY

Name: Mr Gylbert Parriott  
Date Received: 14/02/2014

*Partially Confidential*

The Director,  
Select Committee on Motor Vehicle Repair Industry.

Dear Sir/Madam,

My submission is from recent experience during the November, 2012 hail storms in Coffs Harbour.

Firstly, I respectfully submit that it is the Insurance Industry which needs to be brought into line with respect to the MVRI. All insurance companies offer repairers different repair rates for the same or similar vehicles which places individual motorists at a significant disadvantage when the insurance company has only one preferred repairer in an area like Coffs Harbour and that repairer could not take hail damaged vehicles, even for a quote until September of 2014. Other closer repairers who actually do the same job (and often better than preferred repairers), but are preferred by different insurers or are sole traders who are not on any insurers preferred list, refuse to take on the work or even give a quote because (in this case) the [REDACTED] pay a lower hourly rate to non-preferred repairers and as such these non [REDACTED] preferred repairers will not even think about giving quotes on [REDACTED] insurance work during excessive demand periods like to 2012 Coffs Harbour hail storms.

I have had to wait until next week (18 February 2014) to take my vehicles to Tweed Heads for [REDACTED] preferred quotes and hopefully repairs after ringing around various [REDACTED] preferred repairers myself and no assistance from the [REDACTED].

As for the 'Hail Centres' set up by the [REDACTED] and some others as I have been advised – there is no consistency between insurance assessors and vehicles damaged by hail. While one lower insured value vehicle with extensive hail damage would be written off, another with similar damage and insured value would require a written quote from a local repairer and ideally the preferred repairer (if you are lucky to be able to obtain a quote within 6 months of the incident). Hail centres are only good for certain MVRI repairers to 'pick the eyes' out of hail damaged vehicles for a fast return.

The Select Committee must start with the manner in which insurance companies offer preferred services to the MVRI as this places individual motorists at significant disadvantage, especially when some insurers pay lower rates than most others. [REDACTED] Individual motorists who comprehensively insure their vehicles should be treated exactly the same as each other, regardless of the insurance company and should have the right to choose their own repairer who should be paid the same rate by the insurance company without any disadvantage to the individual motorist.

My second issue, is that the MVRI, [REDACTED] I have seen a high number of vehicle repairers as being a haven for some Outlaw Motor Cycle Gangs (OMCG's) and as such there needs to be more stringent regulation on the MVRI and Tow Truck Industries including background checking and formal licensing similar to the licensing of tattoo studios and 'tattoo artists'.

Many thanks,

Gyl Parriott  
[REDACTED]