

# BULLETIN

## Body Repair Division



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### Field Alert Notice to All Body Repairers – Suncorp Assessor Behaviour and Assessment Procedures

Dear BRD Member,

Our Industry is undergoing some significant changes and with these changes, comes pain, disruption and confusion. How we adapt to this ever-changing landscape is certainly taking its toll on small business.

As you would have already seen with the previous Bulletins, the Body Repair Division (BRD) has been working tirelessly for our members to provide the appropriate solutions that will ensure; we have a sustainable place in the future of this Industry.

Therefore, knowing that the Industry is now, finally, moving towards Realistic Times & Quoting Methodologies, we have seen an increased involvement with some of the larger insurers in this space.

More noticeably, how they are conducting themselves on a day to day basis.

VACC has been vigilant in monitoring these changes, and as a result, we are noticing some insurers are standing out more than others.

One of which is the Suncorp group with how they have changed their assessing procedures when attending members workshops.

So, allow me to elaborate on Suncorp Group's behaviour as it has been reported to the VACC by repairers over the past week or so:

1. It is said, when the assessor is entering the member's premises, supposedly to assess the vehicle, they're informing the repairer that they have been instructed by management that they are only there to look at the damage and scope only.
2. They say they are not to discuss or negotiate the repairer's estimate.
3. The assessor then informs the repairer that the assessor has to go back to the office to do their own comparison quote on their system (Audinet) that has a rate applied of \$54.00.
4. They then contact the repairer to discuss whether the repairer is prepared to do the job for the amount the assessor has calculated.
5. If the repairer refuses to accept the amount the assessor has calculated, the assessor informs the repairer that Suncorp is now entitled to shift the vehicle to one of their own repairers or facilities to accommodate the repair process.
6. More concerning, if the repairer or customer refuses to accept this option, the Insurer then, informs the customer that they will be cash settled, based on a quote that was formulated on a set rate of \$54.00.

If you are experiencing this behaviour first hand, you need to know there is strong argument that Suncorp is breaching the agreed insurer-repairer relationship under the provisions of the *"Motor Vehicle Insurance and Repair Industry Code of Conduct"*

I urge you to read the following extracts from the voluntary National Code of Conduct with the hope that you will realise that what is happening to you **is very wrong and you do have rights**. VACC also says that an assessor has no role in preparing a quote, this is not an arm's length transaction, and this is unfair in anyone's understanding of the functions of a repairer and an assessor. An assessor is entitled to prepare an assessment but never a quote.

More importantly, if you work in accordance with the code, you will have the full support of the association.

[Take this link to learn more.](#)

If this is happening to you, please contact VACC to see how we can assist you.

Regards

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