

# BULLETIN

## Body Repair Division



Reference No: BRD16-17

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### **Insurers Have No Right to Force Any Estimation Package on Body Repair Businesses**

Dear BRD Member,

Many body repairers have contacted me over the past week in regards to Real Time Real Money (RTRM) estimates/quotations and in particular the behaviour of insurers towards and in particular a sudden shift in insurer's assessor's behaviour.

VACC members have said some assessors are pressuring them to accept a view that it is the insurer who dictates not only the hourly charge rate but also the times' repairers apply to the construct of estimates/quotations.

#### **This is wrong.**

Any insurer preferred estimation methodology, software device and/or insurer constructed online calculator is not a repairer's estimation methodology and is not to be imposed on any repair business that does not wish to use them.

A repairer may voluntarily seek to use the insurer's tool, through an agreement with the insurer or by sole discretion by the repairer, but should never be intimidated, coerced or pushed into a 'take it or leave it' position.

**If you feel you are being intimidated or pushed into a 'take it or leave it' situation please send an email to [vgibson@vacc.com.au](mailto:vgibson@vacc.com.au) with your details, the name of the insurer and assessor.**

Sincerely

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