

Bulletin

Body Repair Division



Reference No. assessment delays/kz-2-24

Date: 27/02/2024

Are you experiencing extended assessment delays from insurers? If so, we would like to hear from you

Dear Member

The Victorian Automotive Chamber of Commerce (VACC) is asking any of its members who have been experiencing unreasonable motor vehicle assessment delays with various insurers to contact VACC.

VACC has been made aware of insurers forcing customers and repairers to wait several weeks, even months in some cases, for an assessment. Such delays are considered unreasonable by industry standards.

In order to consolidate industry experiences as they relate to the above, VACC requests feedback from members, outlining your experiences with assessment wait times.

A short list of questions are provided below for your reference. Please be assured that all information provided will be treated as confidential and only provided in the aggregate as part of our ongoing advocacy.

Responses to the questions should be emailed directly to Industry Policy Advisor, Kathy Zdravevski on kzdravevski@vacc.com.au by 5pm Friday 1 March 2024.

VACC thanks you in advance for your co-operation.

Industry questions:

Question 1. Which insurers are currently experiencing delays in motor vehicle assessments unreasonably?

Question 2. Do you have any specific examples (claim numbers, customer wait times from the time the estimate has been provided to the insurer)?

Question 3. Do you have motor vehicles in your shop or yard waiting for an assessment?

Question 4. If a media opportunity arises, would you be happy for VACC to contact you?

Kathy Zdravevski (LLM/JD)
Industry Policy Advisor
Email: kzdravevski@vacc.com.au