

Bulletin

Tasmanian Automotive Chamber of Commerce



Reference No. Suncorp's ongoing engagement with VACC/kz-09-24

Date: 13/09/2024

Suncorp has welcomed the ongoing engagement with the VACC, openly sharing challenges and opportunities

Dear Members

In February of this year, the Victorian Automotive Chamber of Commerce (VACC) highlighted significant delays in motor vehicle assessments by the Suncorp Group of insurance companies. You can review the related Media Releases here:

- Media Release – [29 February 2024](#)
- Media Release – [7 March 2024](#)

At the time, VACC CEO Geoff Gwilym stated:

“The extended wait times VACC raised are not isolated incidents but reflect a broader systemic issue within Suncorp and its affiliated brands. Addressing this requires a substantial shift in their business practices.”

VACC was eager to meet with Suncorp executives once they outlined their strategy to tackle these delays.

Since that time, VACC can report Suncorp has actively engaged with VACC, sharing both their challenges and opportunities. Suncorp has reaffirmed its commitment to enhancing communication with repairers, setting service expectations, and improving relationships between their Motor Claims teams, VACC, and body repair businesses both in Victoria and nationally.

Suncorp's update to the industry includes the following initiatives:

- Increased capacity in Victoria by 10 per cent through the recruitment and onboarding of new Motor Assessors, along with continued use of external assessing partners to further mitigate delays.
- Appointment of Allison Prince as the new State Assessing Manager for Victoria, SA, and TAS. Allison, with 24 years of experience at Suncorp, brings extensive expertise in claims operations, transformation, and change management.
- A refreshed training program for local repairers focused on initial repair estimates, supplementary quotes, and payment processes to streamline and expedite request processing.
- Adherence to assessment timeframes and communication standards set by the Motor Vehicle Insurance & Repair Industry Code of Conduct. Suncorp aims to review estimates and begin communication with repairers within an average of five working days of receiving all necessary information. If delays occur, they will proactively update the repair network and negotiate revised timeframes.

From an industry perspective, it is encouraging that Suncorp is addressing operational issues and implementing measures to minimise the impact on collision repair businesses and consumers. VACC urges all collision repairers to report any ongoing issues with the insurer to their state member associations.

VACC will maintain an ongoing dialogue with Suncorp's CEO Lisa Harrison, National Assessing Manager, and the new State Assessing Manager for Victoria, SA, and TAS.

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