

Assetinsure's Repair Policy

Applicable to Heavy Motor (Trucks)

This document covers the repair policy regardless of whether Assetinsure staff or Assetinsure's agent(s)' staff handle a claim.

It is Assetinsure's policy to act honestly, fairly and be transparent to all parties involved in the repair process.

This policy specifies;

- The standards Assetinsure expect from Repairers
- The guarantees Assetinsure make in relation to Repairers
- The Dispute resolution process

Code of Conduct

Assetinsure has adopted the "Motor Vehicle Insurance and Repair Industry Code of Conduct" (The Code). The Code aims to promote competition, fair trading and transparency within the respective industries while encouraging best practice for businesses in their dealings with other businesses and with consumers.

General Practice

Assetinsure's intention is to ensure fairness in all dealings with repairers and clients and to ensure that the vehicle is efficiently restored to its pre accident condition as quickly as possible. In implementing this intention:

- Assetinsure will only authorise repairs by repairers with the appropriate equipment and experience who can and will repair the vehicle to pre-accident condition
- Assetinsure will maintain records on all repair transactions.
- Assetinsure will act in a transparent, open and consultative manner with repairers and clients and to keep all dealings simple, direct and efficient without complications
- Assetinsure will not make any unreasonable demands of repairers but reserve the right to negotiate any costs that are unreasonable.
- Assetinsure reserve the right to obtain alternative quotations for repairs and will authorise repairs by the most competitive repairer provided they have the necessary skill and equipment to reinstate the vehicle to its pre-accident condition.



Assessors

Assetinsure engages only specialist motor heavy motor vehicle assessors who are trained and have the appropriate technical knowledge and experience with motor assessing. An assessor will be appointed within twenty four hours of the notification of a claim. Assetinsure will ensure that the client is kept informed throughout the repair process.

Replacement Parts

It is Assetinsure's policy to use only genuine parts manufactured by the original manufacturer where they are available. When genuine parts are not available Assetinsure will use non genuine or recycled parts provided they have been checked and approved by specialists as adequate prior to fitting to the vehicle. Assetinsure will not guarantee parts against normal wear and tear or deterioration due to age or external factors.

Choice of Repairer

Assetinsure acknowledges the customers right to select a repairer with the appropriate equipment and experience who can and will repair the vehicle to its pre-accident condition however if the assessor recommends the use of another repairer Assetinsure reserves the right to use another repairer. Assetinsure will ensure that repairs are assessed and authorised in an expedient and efficient manner.

Repair Process

Assetinsure is aware that the time taken to repair a vehicle is important to the client. As such Assetinsure will work closely with the assessor and repairer to efficiently effect repairs in a timely manner without jeopardising the quality of the repairs. It is Assetinsure's objective to return the vehicle to its pre accident condition. Assetinsure reserves the right to have the vehicle inspected by its officers or agents after repairs have been affected.

Warranties

Assetinsure will give you the benefit of all warranties on parts supplied by manufacturers and the benefit of the warranties provided by the repairer in respect of their workmanship.

Payments to repairers

Assetinsure will effect settlement to repairers that Assetinsure are responsible for within five working days of receiving the tax invoice from the repairer provided;

- The repair invoice corresponds with the original assessment and any subsequent adjustments agreed by the assessor
- The tax invoice is compliant with the requirements of the Australian Tax Office
- The tax invoice is for the amount due by Assetinsure i.e. after deduction of excess and contributions if applicable
- The tax invoice includes copies of tax invoices for any work that was sublet



- The tax Invoice for tow and salvage accounts and photographs are included where applicable and are compliant with any State, Territory or Federal requirement.
- The inclusion of a completed partial release for progress payments or full release for final settlement, signed by the Insured.

Dispute Resolution

Assetinsure Pty Ltd has implemented a solid internal process before declining a claim. Should however a dispute arise on a claim or if you think that Assetinsure have let you down in any way, you can always contact us with your complaint and Assetinsure will deal with it in the manner outlined in our complaints handling procedures on our website www.assetinsure.com.au and in accordance with the Code.

Customers and repairers have access to an External Dispute Resolution (EDR), please see dispute resolution on www.abrcode.com.au . Assetinsure will always ensure that we deal fairly and promptly with any complaint that you might have.

Sydney, 30 October 2007

Gregor Pfitzer
Chief Operating Officer
Assetinsure Pty Ltd

John Hewitt
Company Secretary & General Council
Assetinsure Pty Ltd