

## **Assetinsure's Repair Policy**

### **Applicable to Private Motor**

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 process Assetinsure adopts for effecting repairs.
- The guarantees Assetinsure make in relation to Repairers.
- The Dispute resolution process.

#### **Code of Conduct**

Assetinsure complies with the principles of 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 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 maintain records on all repair transactions.

#### **Assessors**

Assetinsure engages only specialist 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**

Clients may choose a repairer of their choice to repair the vehicle, provided the cost of the repairs do not exceed the Agreed Value of the insurance policy less any salvage and the costs do not exceed the adjusted repair cost assessed by an external assessor. 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.

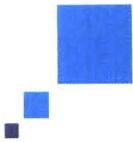
## **Warranties**

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](http://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](http://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  
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Assetinsure Pty Ltd

John Hewitt  
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Assetinsure Pty Ltd