

Wesfarmers General Insurance Limited
ABN 24 000 036 279
AFS Licence Number 241 461

Level 9, 309 Kent Street
Sydney NSW 2000, AUSTRALIA
GPO Box 2519, Sydney NSW 2001
T +61 2 9248 1350 F +61 2 9248 1222

www.wesfarmersinsurance.com.au

Repairer Information

Motor Vehicle Insurance and Repair Industry Code of Conduct

Wesfarmers Insurance is pleased to advise that it is a signatory to the Motor Vehicle Insurance and Repair Industry Code Of Conduct which specifies the standards of fair-trading, process and transparency in the relationships between repairers and insurers.

Wesfarmers Insurance Partnered Repairer Network (the Network)

When customers of Wesfarmers Insurance make a claim for a repair of accident damage to their vehicles, they are looking for a service experience second-to-none. We are committed to delivering such high levels of customer service and we work with a network of like-minded repairers who share this commitment and consistently perform quality repairs in a timely and professional manner.

To this end, Wesfarmers Insurance operates a Partnered Repairer Network (the Network) designed to promote member repairers when our customers do not have a repairer.

From time to time, Wesfarmers Insurance appoints qualified repairers to its Network. To become a member of the Network, you need to complete a questionnaire form so that we can assess your suitability. We may also contact you to arrange an inspection of your repair shop. Some of the criteria that we will consider include:

- The quality of your repair work
- Your quoting procedures and repair costs
- The need for a repairer in your area
- The standard of your customer service
- The presentation of your workshop and equipment levels
- Your performance on repair work previously referred to you

As we highly value our business relationships with our Network members and to ensure a quality customer experience, an applicant who meets our suitability criteria will need to demonstrate they are capable of providing our customers with quality repairs in a timely and professional manner for a period up to six months.

Provided these performance standards are met at the end of the six month period, the applicant will be invited to become a Partnered Repairer of the Network.

As a Partnered Repairer, you will operate under a three year Network service level agreement and enjoy the following benefits:

- We list your business on our Network database
- We will promptly process your repair invoices
- We will provide promotional signage

If you are successful in becoming a Partnered Repairer:

- You will be required to adhere to our procedures, service levels and customer service standards
- You will be required to provide our customers with high quality repairs and exceptional customer service at a competitive cost
- We will monitor your performance against objectives and meet with you regularly to review your results
- We will expect you to commit to improving your performance if necessary.

If you fail to meet the required standards of the Network service level agreement, you may lose your membership to the Network.

Expressions of Interest to become a Member of the Network

To register your interest in becoming a member of the Network, simply email us your expression of interest. Include in your registration, details of your trading name, ABN, name of business contact and telephone number, location of your repair shop, what suburbs/districts would you like to provide repair services for, and if you specialise in any types of repairs e.g. prestige, large vehicles, etc.

Once we receive your registration, we will advise you whether we have a current need to engage an additional repairer in your area. If we have a need, we will provide you with a questionnaire to complete so that we can assess your suitability. If we don't have a need, we will keep your details for twelve months and should the need arise during this period, we will contact you.

To determine whether there is a need for a repairer in your area, we consider factors such as claim volumes, the potential for future customer growth, whether Wesfarmers Insurance has a need for additional repairers in your area, and the type of repair services required in your area.

Payment Terms

Regardless of whether a repairer is a member of our Network or not, Wesfarmers Insurance undertakes to pay all repairer invoices within 30 days of receiving the invoice, provided that the invoice amount corresponds with the authorised repair amount.

However, as a benefit to members of our Network and depending on your performance, payment terms range from immediate through to 30 days.

Dispute Resolution for Repairers

We understand that occasionally there may be times when we are not able to reach agreement in our dealings. In these circumstances, Wesfarmers Insurance has a dispute resolution process to which you may refer disputes when discussions with your local assessor have not resulted in the resolution of a complaint.