

MOTORING GROUP

RAA

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Freedom of choice of repairer

- RAA customers have the freedom to choose their own crash repairer. If your vehicle is safe to drive, take it to the repairer of your choice.
- If we authorise repairs with your chosen repairer, the repairer will begin work and keep you informed along the way.
- If for some reason your chosen repairer does not meet our standards for safety, quality, fairness, effectiveness and pricing, we will move your vehicle to another repairer or we will settle cash in lieu.

RACWA

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When we repair your car

If we decide to repair your car we obtain competitive quotes from our approved repairer network. You can also ask a repairer of your choice to provide a quote. Whichever repairer we choose, we guarantee the quality of the workmanship and materials authorised by us for the life of your car, in addition to any other rights you may have. If you wish to make a claim on this guarantee, please contact us with details, including any costs you incur in making the claim.

Information provided is based on PDS's available as of 2 July 2019. As all PDS's are subject to change you should check the insurer's website to ensure that the information that you have is current prior to making any decisions.