OTHER GROUP

Choosing a repairer

Allianz can assist you in selecting a suitable repairer to repair the damage to your vehicle. You also have the right to choose your own repairer. In both instances we will work closely with the repairer to strive to achieve the best repair outcome for you however we may require a second quotation from a repairer chosen by us. We will then choose (subject to any relevant policy limits) to:

- authorise the repairs at your repairer of choice:
- pay you the reasonable cost of repairing your vehicle; or
- move your vehicle to a repairer we both agree will repair your vehicle. In the instance that we both agree to move your vehicle
 we will provide you with a rental car for up to three days in addition to any other benefit provided under your policy. The
 maximum we will pay for the rental car is \$100 per day.

Choice of repairer

If you lodge a claim and we agree to repair your vehicle, we can refer you to a QBE accredited repairer or you can choose your own. You have to ask us before getting your vehicle repaired.

Where we recommend our accredited repairer, we'll:

- · Give you the names of two repairers to get quotes from
- Need to inspect your vehicle before authorising repairs
- · Pay the cost of repairs directly to the repairer we authorise.

Where you nominate a repairer, you must:

- Get a quote from an appropriately licensed repairer of your choice, however if you do we may need you to get a second quote from a repairer of our choice
- · Allow us to assess your vehicle before authorising repairs

Comminsure Page 70

Allianz

Allianz: Page 32

ORF

Page 54

TIO: Page 31

If you lodge a claim with us and we agree to repair your vehicle, we will choose the repairer. We will nominate one of our recommended repairers to provide us with a quote for the repairs. You can however, nominate your own repairer. If you nominate your own repairer will need to provide us with a quote from that repairer. We will then consider the quote for matters such as completeness, correct method of repair and competitiveness. We may need to inspect your vehicle prior to authorising repairs, in which case we will advise you of where you need to take your vehicle for inspection. You must not authorise the repair of your vehicle without our written authority. If you do, we may refuse to pay for those repairs or require you to contribute to the costs of repair of your vehicle. This does not apply to 'Emergency repairs' (see page 36).

We will decide whether to authorise the repairs to your vehicle to be undertaken by: our recommended repairer: or

your nominated repairer.

We only accept responsibility for any repairs authorised by us. Alternatively we may at our discretion pay you the reasonable costs, as determined by us, for you to repair your vehicle.

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.