

# SUNCORP GROUP

<p><b>GIO</b> <a href="#">Page 37</a></p>	<p><b>Choice of repairer</b> You can choose:</p> <ul style="list-style-type: none"> <li>• to allow us to arrange the repair of your car; or</li> <li>• your own repairer.</li> </ul> <p><b>If you choose your own repairer, which may include one of our own recommended repairers:</b></p> <ul style="list-style-type: none"> <li>• after you obtain a quote from your repairer, we will arrange a time with you to drive your car (if it is safe to do so), or you must let us move it, to one of our assessment centres or repair facilities, or another location nominated or agreed to by us;</li> <li>• we will authorise the repairs if we agree your repairer's quote is reasonable and will result in your car being repaired safely and in a cost effective manner.</li> </ul>
<p><b>Bingle</b> <a href="#">Page 9 (PDS 2 of 2)</a></p>	<p>If we choose to repair or replace damaged parts of your car we'll always do so using our repairers.</p>
<p><b>Apia</b> <a href="#">Page 52</a></p>	<p><b>Repairing your vehicle and choosing a repairer</b> We will arrange the repair of your vehicle through one of our recommended certified repairers in a location convenient to you. If we are not able to find or locate a certified repairer in a location convenient to you, you may propose a repairer of your choice.</p>
<p><b>Aami</b> <a href="#">Page 31</a></p>	<p><b>We will choose the repairer</b> We will manage the repair process through one of our preferred repairers, the repairs will be guaranteed for life by AAMI.</p> <ul style="list-style-type: none"> <li>• we will authorise repairs;</li> <li>• you will be kept informed of the progress of the repairs; and</li> <li>• you will be advised when your car is ready for collection.</li> </ul>
<p><b>Shannons</b> <a href="#">Page 18</a></p>	<p>Following loss or damage covered by this policy, if we decide to repair your vehicle or replace any part of it, the choice of repairer is yours. We will pay the amount we assess to be reasonable by considering your repairer's quote with any adjustments made by our assessor. We reserve the right to determine the method of repair that your repairer uses. We may decide to replace damaged parts with new parts or used parts of a similar condition to those being replaced. If you do not have a preferred repairer of your own, we can arrange to tow your damaged vehicle as well as handle the entire quote and repair process on your behalf. Please contact us on 13 46 46 and we will make the necessary arrangements.</p>
<p><b>Suncorp Insurance</b> <a href="#">Page 33</a></p>	<p><b>Choice of repairer</b> You can choose:</p> <ul style="list-style-type: none"> <li>• to allow us to arrange the repair of your car; or</li> <li>• your own repairer</li> </ul> <p><b>If you choose your own repairer, which may include one of our own recommended repairers:</b> You can choose:</p> <ul style="list-style-type: none"> <li>• to allow us to arrange the repair of your car; or</li> <li>• your own repairer.</li> </ul> <p>If your car is not safe to drive We will arrange to move your car to one of our preferred repairers or another facility of our choice. If your car is safe to drive We will arrange a time with you to bring your car into one of our preferred repairers or another facility of our choice.</p> <p><b>If you allow us to arrange the repairs:</b></p> <ul style="list-style-type: none"> <li>• we obtain quotes from our preferred repairers (where available) and select the most appropriate quote;</li> <li>• we authorise the repairs based on the most appropriate quote and manage the repair process with the repairer;</li> <li>• you will be kept informed of the progress of the repairs and we will advise you when your car is ready for collection. If you choose your own repairer, which may include one of our own preferred repairers:</li> <li>• after you obtain a quote from your repairer, we will arrange a time with you to drive your car (if it is safe to do so), or you must let us move it, to one of our preferred repairers or another facility of our choice;</li> <li>• we will authorise the repairs if we agree your repairer's quote is reasonable and will result in your car being repaired safely and in a cost effective manner.</li> </ul>
<p><b>VERO</b> <a href="#">Page 7</a></p>	<p><b>How we deal with repairs</b> If we accept your claim and decide your vehicle can be economically repaired, we will arrange the repairs with a recommended repairer if one is available, or alternatively you can choose your own repairer and arrange repairs with them. Where we are able to provide you with access to one of our recommended repairers, we will offer you a choice of those available in your area. However, we may only be able to nominate one recommended repairer if there are no others available. Where we are unable to provide you with access to one of our recommended repairers, we will require you to choose your own repairer.</p>