G'DAY
From
AUSTRALIA
&
NEW ZEALAND

Australia

- 23 million + population
- 16.7 million car parc, 12.7 million cars
- 2 Major Insurers, IAG and Suncorp/Promina Group ***
- 4000 approx shops and declining

I-CAR Australia
Supported by Major Insurers
Training for the Future

IAG-RFP
in Sydney and in Melbourne
QBE and Wesfarmers Ins

Non-Repairable Write off Legislation Introduced in NSW in 2011 and now in other States

Consolidation

- **Gemini – Australia wide 22 shops**
- **Woods (Melbourne only – 21 shops plus Rapid Repair)**
- **Sheen Group (Melbourne only) – 16 shops**
- **Carcraft (Perth only)**
- **S.M.A.R.T. Shops – Insurer owned (Suncorp)**

S.M.A.R.T. Shops
and
Mega Shops

Capital S.M.A.R.T Repairs - Windows Internet Explorer

http://www.capitalsmart.com.au/

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Capital S.M.A.R.T Repairs

CAPITAL S.M.A.R.T REPAIRS

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High quality re

After three years of opera
SMART's technology and
proven. Almost nine out of
who have used the S.M.A.
rated it as "excellent".

more

Fast, high quality repairs

Customer satisfaction

Sustainability

CAPITAL S.M.A.R.T REPAIRS
APEX

SAY NO TO
GIO
It's a no trust thing
AAMI
TOO BIG TO TRUST
SUNCORP
AAMI GIO
DANGER
INSURANCE HAZARD
OUT OF SERVICE FOR CUSTOMERS
CONSUMER HAZARD !

SAY NO TO
GIO
It's a no trust thing
64
SLOANE STREET
AAMI GIO
INSURANCE HAZARD

SAY NO TO
GIO

DANGER
CONSUMER HAZARD !
SUNCORP
AAMI GIO
INSURANCE HAZARD
OUT OF SERVICE FOR CUSTOMERS
SAY NO TO
GIO
REPAIRLINK
YOU THINK
AAMI
LOWER QUALITY REPAIRS
NO FREE CHOICE

Repairer Protests make the news

Insurers not happy!

GO RAPID

PANEL SERVICE
Sheen
KEEPING YOU ON THE ROAD
9729 9000
sheengroup.com.au
VACC

MICRA
accident repair centre
AAMI

AAMI

CAR-O-LINER
CAR-O-LINER

SEETAL

Manufacturer Network

Toyota was the latest manufacturer to try to put together a network of shops to offer their customers a preferred/recommended option of choice. They have now decided to go with their dealer shops (only 6). Mercedes, BMW, other European and Japanese manufacturers have arrangements in place.

Mercedes-Benz
LSR Autobody
41
41

Mercedes-Benz

LOWBAKE
PREP - BAY 1

Online Insurance

In Australia we are seeing more and more online insurers appearing. We have Australia Post selling insurance online plus our two largest supermarket chains, Coles & Woolworths in the market in a big way.

Aftermarket Parts

Insurers would like a “slice” of the parts discount. Difficult with OEM but one major insurer is working with an aftermarket (parallel) parts supplier to deliver direct and charge the insurer(we think). Shop owner would receive say a 10% handling fee. PartsTrader may still try to come back!

Industry Forum 2012

Supplier Panel

Insurers & Associations

Repairers from three countries
Panel 3
REPAIRER

Collision Repair Expo Sydney 11th to 13th April, 2013

New Zealand

- 4.3 million population
- 2.75 million car parc
- Major Insurers, IAG, AMI, Vero, and Lumley
- 1100 approx shops and declining

EVANS
EUROPEAN
panel and paint
EVANS
EUROPEAN
panel and paint
PANEL &
PAINT
EVANS
EUROPEAN
panel and paint
Reception
VAULT

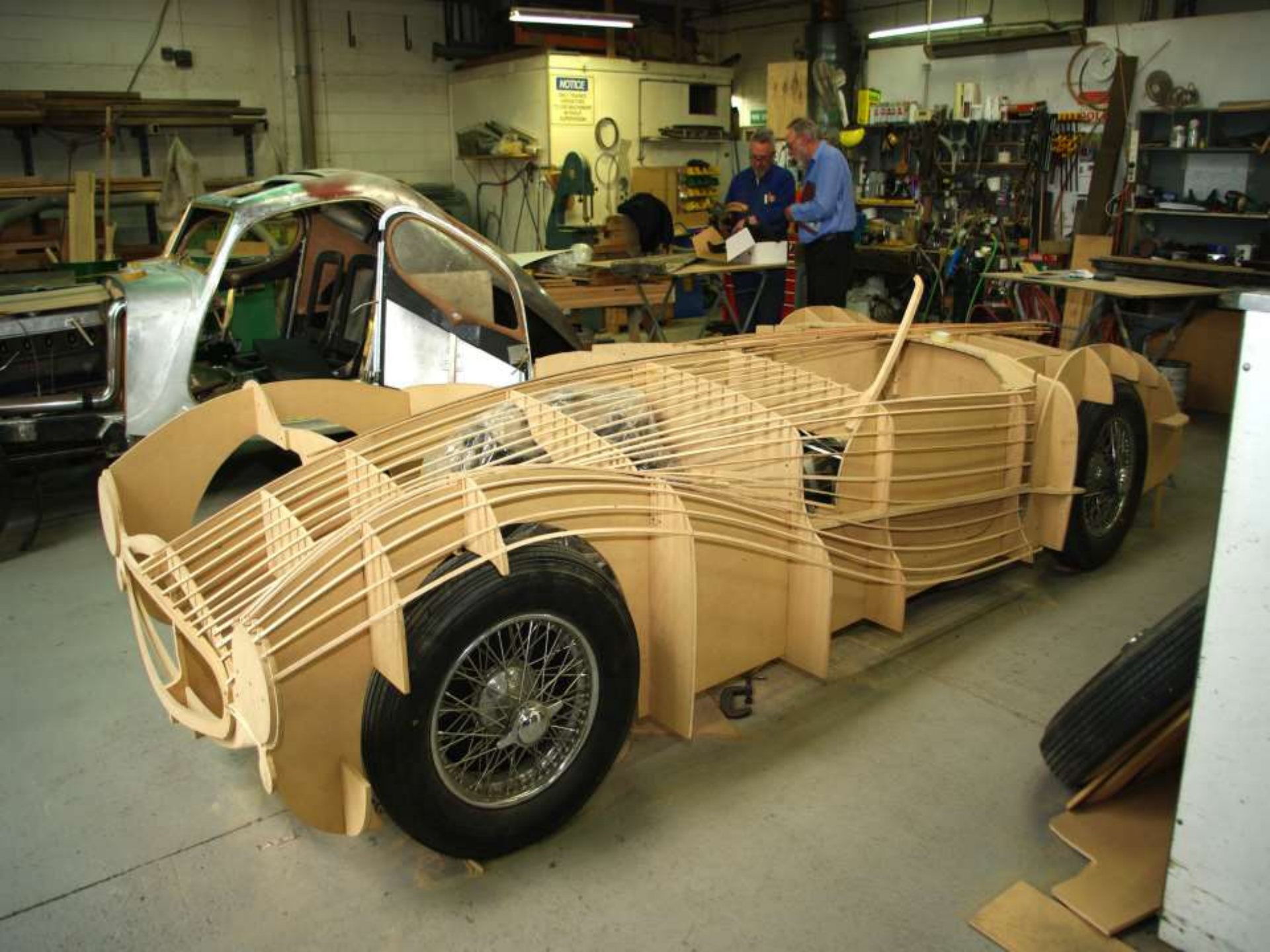
Reception

APS Plane Painters

Pukekohe-Auto &
Aero Restoration

Sends thirst flying
Pause ...
Go refreshed
Coca-Cola
On sale at all
subway newsstands
5¢

AUTO
RESTORATIONS LIMITED
AUTO RESTORATIONS


NOTICE

Christchurch slow recovery

City Mall

WORKSHOP

Shop in Alexandra, New Zealand which paints helicopters as well as normal work

14.06.2012 14:36

14.06.2012 10:02

14.06.2012 10:02

30.05.2012 14:16

07.06.2012 15:39

BARNSLAW

That's It!

Thank you to CIC and Michael for allowing me to talk to you today. I regard America as my second home and all of you as my friends, I hope you are having a great SEMA.