



November 1

**GENERAL  
SERVICE  
LEVELS**

**2010**

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Commercial & Domestic Passenger & Goods Vehicles 4 x 4's;  
Agricultural; Bikes; Busses; Caravans; Cars; Marine Craft;  
Trailers; Taxi's; Trucks

**Motor Body  
Repairers**

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SAMPLE

## STRUCTURE OF RATES

LABOUR	Major Structural Repairs (MSR)	Non Structural Repairs (NSR)	Specialised Repairs	Hail & Dent Specialist Repairs	Commercial Repairs (MEDIUM - HEAVY)
Repair	R ..... per hour	R ..... per hour	R ..... per hour	R ..... per hour	R ..... per hour
Paint	R ..... per hour	R ..... per hour	R ..... per hour	R ..... per hour	R ..... per hour
Definition	Chassis straightening, cutting welding & any structural repairs to the vehicle	Removal & refit of body parts, dent removal & any damage as a result of hail, body part restoration	Aluminium repairs & includes NSR, MSR, Repairs to sports & luxury vehicles	Limited to dent removal & damage as a result of hail, body part restoration	Minor body & bumper work. Removal of small scratches & dents
<b>PRERENTIAL DISTRIBUTION CHANNELS</b>					
You committed to participate in initiatives through preferential distribution channels that are mutually beneficial?					
Parts:		Auto Glass:		Wheels: Tyres & Mags:	
Other:					
<b>PARTS NET PRICING POLICIES APPLICABLE: NET+ ; RETAIL = TOTAL RETAIL PRICING POLICY</b>					
Truck Cabs New:			Net + ..... % mark up		
Truck Cabs 2nd hand / refurbished:			Net + ..... % mark up		
New OEM:			Net + ..... % mark up Retail no mark up. Not to affect the built in discount structure		
New parts vs suitable 2nd hand part was sourced:			Negotiate per claim		
Generic / Alternate / XXX: <i>under net pricing system</i>			Net + ..... % mark up		
2nd Hand parts: <i>set at obtained price</i>			Net + ..... % mark up Max ..... % of the equivalent new part price		
Stock Items:			No stock items are to be used as part of any repair work		
<b>SPECIALIST OUTSOURCING</b>					
Air Con:			Net + ..... % In house max R.....		
Auto Glass: <i>applicable only if sourced through available Hollard Approved Glass Supplier</i>			Net + ..... % mark up		
Auto Glass: <i>replacement due to structural damage to screen posts</i>			Net + ..... % mark up		
Jig Hire: <i>Celeste &amp; Other</i>			..... % on invoice amount In house max R.....		
Tyres & wheels: test results to be retained by MBR for 3 months			Net + ..... % mark up		
Wheel Alignment: <i>actual cost of alignment, for front &amp; rear. Quoted cost in excess of R200 - obtain authorisation from assessor and provide detailed invoice</i>			Net + ..... % In house max R.....		
<b>TOWING, STORAGE &amp; RELEASE – FEES LISTED IS BASED ON HOLLARDS AVERAGE RATES WITH APPROVED TOWERS</b>					
If the vehicle was towed by your own vehicle, and the work authorised with you, no towing, storage or release fees are applicable					
Tow - accident tow (1st tow): upliftment of vehicles from the scene of an accident			R 2,000 per tow		
Tow - trade / 2nd tow: from one location to another location. On request from Hollard			R 450 per tow		
Tow KM's: exceeding 40km round trip			R 4.50 per km		
Release:			Not applicable		
Storage:			First 7 working days free Then R100 per day		
Recovery: using specialised equipment to extract the vehicle / equipment dig-out/up, pull-out			Agree per claim		
Other Fees: (admin, security, stripping, salvage or any other fees - on request from Hollard)			Not applicable		
<b>DISCOUNTS &amp; MARK-UPS</b>					
Early Settlement discount			..... % if paid in ..... days from receipt of invoice		
Mark-ups			No mark-up's may be levied other than those agreed above		

## OPERATIONAL SERVICE LEVELS

**NOTE:** Hollard or their appointed Hollard assessor and/or the assigned team will be referred to herein as “appointed assessor/team”.

### 1 CATEGORY OF VEHICLES & REPAIRS(ERS)

#### 1.1 TYPE OF REPAIRS(ER)

##### 1.1.1 Hail & Dent Specialist Repairs

\* Pure dent removal & damage as a result of hail, body part restoration

##### 1.1.2 Non Structural Repairs (NSR)

\* Non structural, removal & refit of body parts, dent removal & any damage as a result of hail, body part restoration

##### 1.1.3 Major Structural Repairs (MSR)

\* Chassis straightening, cutting welding & any structural repairs that may be done to the vehicle

##### 1.1.4 Specialised Repairs

\* Aluminium repairs & includes NSR, MSR, Repairs to sports & luxury vehicles

##### 1.1.5 Commercial Repairs (MEDIUM - HEAVY)

\* As above medium to extra heavy vehicles.

#### 1.2 WEIGHT CLASS

Agricultural All Types  
Bus 8,500kg+  
Commercial Heavy  
Commercial Medium  
Commercial Light & LDV  
Domestic

#### 1.3 CATEGORY USE

Abnormal loads  
Construction  
Distribution  
Earthworks / Mining  
Heavy Haulier - 150t  
Load Carrying  
Long Distance  
Passenger Bus  
Passenger Taxi / Vans  
Tipper Trucks 28-40t  
Waste Removal

#### 1.4 TYPE OF VEHICLES

4 x 4's  
Agricultural  
Bikes  
Busses  
Caravans  
Cars  
Marine Craft  
Trailers  
Trucks

### 2 TECHNICAL QUALIFICATIONS AND MANUFACTURER APPROVALS

#### 2.1 TECHNICAL CERTIFICATION / QUALIFICATION

Technical Certification is issued to an auto repair centre / motor body repairer centres by an appropriate industry recognised association and/or body such as the manufacturers the RMI and/or their specialist associations. Refer to the RMI website for a list of the various specialist associations.

#### 2.2 MANUFACTURER APPROVALS AND VEHICLES UNDER WARRANTEE

2.2.1 Manufacturer Approval Certification is issued to **MBR's** when the applicant meets the manufacturer's stringent criteria to perform motor & paint body repairs;

2.2.2 Dealer Approval is not accepted as a qualification to perform motor body repairs;

2.2.3 The **MBR** cannot override the manufacture criteria.

### 3 WHAT SERVICES WILL BE RENDERED BY THE MBR

#### 3.1 PROVIDE QUOTE

If The **MBR** is specifically requested to provide an electronic estimate / quote by Hollard, this should be furnished in writing within 48 (forty-eight) working hours and such estimate / quote is for the cost of The **MBR**;

#### 3.2 COMMUNICATE TO THE POLICYHOLDER / HOLLARD

3.2.1 Notify the policyholder, Hollard or their appointed assessor/team of any supplementary estimates (extras) for their consideration and acceptance;

3.2.2 Contact Hollard or their appointed assessor/team to discuss and recommend contributions where there is a possibility that a betterment contribution may be required in respect of tyres, exhaust systems, wheels, batteries and any other parts liable to wear and tear;

3.2.3 Keep Hollard advised of all outstanding authorisations so as to ensure that repairs are in all instances commenced as soon as reasonably possible and thereby alleviate unnecessary storage charges being incurred. Hollard and/or the Policyholder shall not accept responsibility or liability for storage charges unnecessarily incurred;

3.2.4 When instructed by Hollard, The **MBR** must call on the Policyholder at his place of business or his place of work or at home, as required by Hollard, to inspect the vehicle in order to prepare an estimate / quote of the repair costs.

3.2.5 Notify any likely delays with repairs in writing to:

- \* *Hollard or their appointed assessor/team that submitted the original instruction to The **MBR**; and*
- \* *the Policyholder; and*
- \* *to provide Hollard or their appointed assessor/team with a new estimated completion date;*
- \* *to use its best endeavours to keep the Policyholder and Hollard or their appointed assessor/team fully informed on a regular basis of the progress of repairs to the vehicle either telephonically, by fax or email to Hollard or the appointed team that submitted the original instruction;*

3.2.6 The **MBR** must keep the policyholder and Hollard advised of the progress weekly either:

- \* *SMS to client*
- \* *Email to policyholder / Hollard; OR*
- \* *Fax to policyholder / Hollard*

#### 3.3 REPAIR OF VEHICLE

3.3.1 The **MBR** may not undertake repairs that they are not authorised or technically certified to perform.

3.3.2 The **MBR** will repair the vehicle in accordance to this agreement and written instructions / Authorisations to Repair received by Hollard or their appointed assessor/team.

3.3.3 The **MBR** will take heed of the agreed repair times and car hire that may be in effect.

#### 3.4 SUB-CONTRACTING

3.4.1 Unless stipulated in the agreement or written authorisation given by Hollard or their appointed assessor/team, The **MBR** may not sub-contract all or any of the work to any other **MBR** or **MBR** regardless if there is a legal relationship with The **MBR**.

3.4.2 Should The **MBR** be unable to fulfil his obligations to repair the vehicle as agreed this must be immediately reported to Hollard or their appointed assessor/team or Hollard management.

### 3.5 OUTSOURCING

The **MBR** is to utilise Hollard's preferred network where feasible.

- 3.5.1 Glass Fitment
- 3.5.2 Towing Contractors
- 3.5.3 Parts
- 3.5.4 Air Conditioning
- 3.5.5 Tyres, Wheels & Wheel Alignment
- 3.5.6 Jig Hire

### 3.6 COLLECT / DELIVERY VEHICLES

On request by Hollard or their appointed assessor/team, The **MBR** will collect and deliver vehicles for repairs / assessments within 100 (one hundred) kilometres;

### 3.7 TOWING

- 3.7.1 The **MBR** must instruct the towing contractors to submit their invoices for payment directly to the business unit (Hollard or broker) that appointed them.
- 3.7.2 The **MBR** must not to pay the towing contractors for towing costs incurred unless instructed to do so by Hollard or their appointed assessor/team in writing.
- 3.7.3 The **MBR** be responsible to recover the money from the towing contractor.

### 3.8 AUDATEX

- 3.8.1 It is agreed that Hollard will utilise AUDATEX (an electronic quoting system) as its preferred quoting mechanism.
- 3.8.2 The **MBR** will comply with and undertake to repair damaged vehicles for the amount indicated in the AUDATEX quote prepared by Hollard or their appointed assessor/team.
- 3.8.3 The Hollard or their appointed assessor/team will agree with The **MBR** and adjust, where necessary, the quote in order to accommodate second hand parts and unseen damage, where appropriate.
- 3.8.4 The **MBR** and Hollard or their appointed assessor/team will assess and agree to the final repair cost and sign off the prepared Audatex / Quote
- 3.8.5 This does not authorise the repairs to commence and only once the Authorisation for Repairs, together with a copy of the Audatex is faxed to The **MBR**, may work commence.
- 3.8.6 Any discrepancies between the AUDATEX and the agreed parameters of the job are not to be considered as extras but will be dealt with by means of a revised AUDATEX printout.
- 3.8.7 The **MBR** will prepare manual quotations for vehicles / models not catered for in AUDATEX, which will be assessed manually.
- 3.8.8 Should The **MBR** not be in possession of the required Manufacturer Approvals to repair a vehicle on their premises, he has a responsibility to inform Hollard or their appointed assessor/team immediately. The Hollard or their appointed assessor/team may then move the vehicle immediately to a suitable repairer.

### 3.9 CARE TAKING OF VEHICLE

- 3.9.1 The **MBR** shall make every effort to protect the policyholders vehicle for further damages during the repair:

- \* Prevent overspray
- \* Scratches and damages
- \* Missing items
- \* Move vehicle by inexperienced drivers or using careless actions
- \* Interior to be covered by protective covers – seats, floors, steering, radios

### 3.10 PERSONAL SERVICE TO POLICY HOLDER

The **MBR** must maintain a high standard of personal service to the Policyholder or its representative with a view to maximising the Policyholder's satisfaction with the service. Refer to clauses 7, 8 & 22.

### 3.11 BOOK-IN OF VEHICLE

3.11.1 The **MBR** must inspect the vehicles thoroughly and findings noted on the approved "Book-in Slip":

- \* Accessories fitted
- \* Vehicle all round condition
- \* Fuel levels
- \* Mileage
- \* Battery make and serial nr
- \* Tyre make and thread and spares
- \* Loose items found in car – noted and put in a safe place
- \* Whether a towing sign-in slip was provided
- \* Buttons, window winders, etc.

### 3.12 VALET OF VEHICLE BEFORE RELEASE

The **MBR** shall upon completion of the repairs done to the satisfaction of Hollard or their appointed assessor/team, clean the vehicle both internally and externally to ensure that the vehicle is presentable and polished prior to the Policyholder collecting the vehicle at no additional cost to Hollard unless agreed to in writing prior to work carried out;

### 3.13 RELEASING VEHICLE TO UNAUTHORISED PERSON(S)

3.13.1 Should the vehicle be released to anyone other than the Policyholder, The **MBR** is to provide written proof to Hollard or their appointed assessor/team that the Policyholder in fact authorised the release of the vehicle to such nominated person(s).

3.13.2 This signed document should be communicated to the relevant Hollard or their appointed assessor/team, upon request;

## 4 REPAIR DURATION AND SERVICE EXPECTATIONS

### 4.1 AUTHORISATION TO REPAIR & EXTRAS

4.1.1 Adhere to the instructions provided by Hollard or their appointed assessor/team.

4.1.2 Extras have to be discussed and agreed by Hollard or their appointed assessor/team who will deal with the repair and The **MBR**

### 4.2 VOLUMES OF REPAIRS

4.2.1 The **MBR** must advise Hollard or their appointed assessor/team if their current workload will affect a reasonable expected repair time of Hollard's vehicle:

- \* When Hollard refers a vehicle to The **MBR**, it is expected that repair will commence as per clause 4.2.5.
- \* If The **MBR** is not able to comply as per clause 4.2.5, then Hollard reserves the right to move the vehicle without incurring storage or release fees.

### 4.3 REPAIR TIME

- 4.3.1 The Hollard or their appointed assessor/team will determine with The **MBR** an estimated completion date / time of repairs.
- 4.3.2 The final completion date will be agreed in writing between Hollard or their appointed assessor/team and The **MBR**:
- \* *Once the authorisation from Hollard was sent to the **MBR**; or*
  - \* *Once the **MBR** is in possession of all the parts required to start the repair.*
- 4.3.3 The **MBR** must acknowledge and agree, in writing, that time is of the essence and that penalties may be applicable. Refer to clause 23.3.5
- \* *The **MBR** must take cognisance of car hire that could be affected by a delay in repairs.*
- 4.3.4 Repair Times per extent of damage - guideline:
- a. Non-structural / Hail & Dent Damage - *non structural, removal & refit of body parts, dent removal & any damage as a result of hail, body part restoration or minor body & bumper work. Removal of small scratches & dents:*
    - \* *Between R0 – R5,000 = 1 to 5 days*
    - \* *Between R5,001 – R10,000 = 1 to 7 days*
    - \* *Between R10,000 – R20,000 = 1 to 10 days*
    - \* *Exceeding R20,000+ = 20 days*
  - b. Structural Damage - *chassis straightening, cutting welding & any structural repairs that may be done to the vehicle*
    - \* *Between R0 – R5,000 = 1 to 7 days*
    - \* *Between R5,001 – R10,000 = 1 to 10 days*
    - \* *Between R10,000 – R20,000 = 1 to 15 days*
    - \* *Exceeding R20,000+ = 20 days*
  - c. Specialised / Advanced Damage - *Aluminium repairs & includes NSR, MSR*
    - \* *Between R0 – R5,000 = 1 to 7 days*
    - \* *Between R5,001 – R10,000 = 1 to 10 days*
    - \* *Between R10,000 – R20,000 = 1 to 15 days*
    - \* *Exceeding R20,000+ = 20 days*
- 4.3.5 What if the agreed repair time is not met:
- \* *The onus rests on The **MBR** to advise Hollard or their appointed assessor/team in writing, no less than 3 working days before due date, clearly stating the reason/s should the abovementioned repair times be exceeded.*
  - \* *If car hire is in effect, the **MBR** will be responsible for the full car hire costs from day the car hire expires or the repair time was agreed – whichever comes first.*
  - \* *If no car hire is in effect, the **MBR** will be responsible for providing the policyholder with a courtesy vehicle at The **MBR**'s expense. The courtesy vehicle must be roadworthy and in a good, clean condition.*
- 4.3.6 Acceptable reasons for repair time not adhered to:
- a. Where parts are not available as a result of importing or back order issues by the manufacturer.
  - b. The **MBR** must provide written confirmation from the manufacturer / agents that there is a back order issue to Hollard or their appointed assessor/team:
    - \* *On the manufacturers official stationery*
    - \* *The estimated arrival time*
    - \* *The expected delivery time to The **MBR***
  - c. Where dependency is on an outsourced party, however, The **MBR** is responsible for the outsourced party if appointed by them.

## 5 WHEN CAN A VEHICLE BE MOVED FROM THE MBR

Hollard or their appointed assessor/team reserves the right to remove a vehicle from The **MBR**'s premises when deemed necessary for reasons such as but not limited to:

### 5.1 UNDUE DELAY IN STARTING REPAIRS

- 5.1.1 if repairs have not commenced within 7 (seven) business days and was not affected by parts availability from the parts **MBRs**
- 5.1.2 if repairs were not completed within 7 (seven) to 20 (twenty) business days (seven to twenty) and was not affected by parts availability from the parts **MBRs**.

### 5.2 POLICYHOLDER REQUEST

- 5.2.1 on request by the Insured provided that it is to another Hollard approved **MBR**;

### 5.3 WORK OVERLOAD

- 5.3.1 if the delay is because of a work overload Hollard reserves the right to move the vehicle to an alternative **MBR** and no storage will be levied;

### 5.4 NOT TECHNICALLY QUALIFIED

- 5.4.1 if The **MBR** is not technically qualified as per the merits of the claim:
- 5.4.2 extend of damage
- 5.4.3 warranties
- 5.4.4 appropriate equipment and tools

### 5.5 IF THERE ARE DISPUTES BETWEEN HOLLARD AND THE MBR:

- 5.5.1 irreconcilable difference on repair costs or methods
- 5.5.2 poor workmanship
- 5.5.3 excessive charges
- 5.5.4 delays with repairs
- 5.5.5 unnecessary extras / additional
- 5.5.6 not adhering to the "Authorisation to Repair"
- 5.5.7 not adhering to the terms and conditions of the contracts signed
- 5.5.8 refunds due to audits or work-in progress audits
- 5.5.9 the vehicle being "bought" from the towing contractor
- 5.5.10 any matters as stated in this document

## 6 REPAIR AND PART PROCESSES

### 6.1 AUTHORISATION TO REPAIR

- 6.1.1 Authorisation to Repair will always be issued in a written format. It will be on Hollard stationery and issued with written instructions by Hollard or their appointed assessor/team.
- 6.1.2 Email is the preferred communication method. Fax will only be used where there is no alternative.

- 6.1.3 The **MBR** must confirm receipt of the authorisation and all attachments by return email or fax;
- 6.1.4 The **MBR** must open each email and its attachment to confirm that they documents are clear and readable.
- 6.1.5 The **MBR** must immediately notify the sender of any issues relating to the document or instructions contained in the authorisation.
- 6.1.6 The **MBR** have only the authority as afforded to The **MBR** by Hollard or their appointed assessor/team, expressly stated in this Agreement and/or any specific mandate and/or the written authorisation.
- 6.1.7 Work performed by The **MBR** and not authorised by Hollard or their appointed assessor/team:
- \* *Extras / additional will be for the **MBR**'s own account;*
  - \* *Work authorised by the policyholder will be for the policyholder and/or The **MBR**'s account.*
- 6.1.8 The **MBR** must take all the necessary steps to ensure that the repair is completed as agreed with Hollard or their appointed assessor/team.
- 6.1.9 The **MBR** undertakes to commence repairs:
- \* *Only on receipt of a written authorisation by Hollard or their appointed assessor/team;*
  - \* *Promptly on receipt of written authorisation; and*
  - \* *Not later than 24 (twenty-four) working hours after receipt of written authorisation;*
- 6.1.10 If the vehicle is drivable and roadworthy The **MBR** will commence repairs:
- \* *At a date mutually agreed by the policyholder, Hollard or their appointed assessor/team; and/or*
  - \* *Promptly on receipt of all such parts and materials required and stipulated in the agreed quote;*
  - \* *Subject to the availability of parts and other materials necessary for such repair.*
- 6.1.11 If the vehicle is not drivable and roadworthy The **MBR** will commence repairs:
- \* *Promptly on receipt of all such parts and materials required and stipulated in the agreed quote;*
  - \* *Subject to the availability of parts and other materials necessary for such repair*

## 6.2 ACCURACY OF INFORMATION TO HOLLARD OR POLICYHOLDER

- 6.2.1 Information provided to the Policyholder or Hollard must be the same
- 6.2.2 The facts stated in the communications must be accurate and clear

## 6.3 "ADDITIONALS / EXTRAS" REQUEST

- 6.3.1 The **MBR** must use the official form provided to request any additional or extras.
- 6.3.2 In the event that "Additional / Extras" do occur, The **MBR** must, using Hollard "Additional / Extras" form, submit such a request in writing to the relevant assessing team for consideration and agreement in writing. The form must contain:
- 6.3.3 Policyholder's Details - date, claim number, policyholder name, vehicle registration, vehicle make & model.
- 6.3.4 Repairer Details - Name, tel number, fax number, email, repairer signature.
- 6.3.5 Insurer Details - broker or partner name, original Hollard or their appointed assessor/team (Auth'd repair), originating tel nr, originating fax nr or email, name of person dealing with this claim,
- 6.3.6 Parts - items, price labour, paint, agreed or not

- 6.3.7 Hollard / broker / partner authorisation - date, Hollard or their appointed assessor/team signature, reason why extras were not agreed.

#### 6.4 ADDITIONALS / EXTRAS "AUTHORISATION"

- 6.4.1 The assessing division will review the request and issue a written authorisation for additional / extras to The **MBR**.

#### 6.5 FINAL COSTING

- 6.5.1 The **MBR** must submit a breakdown and reconciliation indicating the final costs for repairs, purchases of parts, discounts and adjustments with the invoice.

#### 6.6 BOOK-IN DATE

- 6.6.1 Driveable:

- a. The book-in date will be mutually agreed between the policyholder and The **MBR**
- b. The **MBR** must notify Hollard or their appointed assessor/team of the agreed time
- c. The **MBR** must not to accept drivable vehicles until all parts have been ordered and received:
  - \* *Conditional that the Policyholder pays no more than 50% of the excess to the **MBR** as guarantee to The **MBR** that The Policyholder will honour the repair arrangements with The **MBR**. ????*
  - \* *The **MBR** must acknowledge that car hire may be applicable and must make every effort not to keep drivable vehicles unless repairs can commence immediately.*
- d. The **MBR** shall not hold / accept drivable vehicles until all parts have been ordered and received:
  - \* *Should a Policyholder fail to take the vehicle to the **MBR** for repairs once the **MBR** has received the parts/spares, the **MBR** shall have the right to return the parts/spares to The Supplier within the prescribed days allowed by The Supplier for a full refund by The Supplier to the **MBR** and to prevent the **MBR** from being liable for the costs associated with these parts/spares.*
  - \* *The **MBR** acknowledge that car hire may be applicable and shall not keep or accept drivable vehicles unless repairs can commence immediately.*

- 6.6.2 Non-Drivables:

- \* *Confirm that the vehicle is on the premises*

#### 6.7 HOW LONG WILL A QUOTATION BE VALID FOR?

- 6.7.1 Quotations will be valid for a period of 30 (thirty) days;
- 6.7.2 Any fluctuations in the price of parts during this period must be recorded and the final invoice adjusted by Agreement between The **MBR** and Hollard or their appointed assessor/team;
- 6.7.3 Copies of invoices, substantiating all price differences or additional costing, shall accompany the final repair invoice.

#### 6.8 QUERIES AND COMPLAINTS

- 6.8.1 The **MBR** must attend to complaint within 24 hours and advise Hollard or their appointed assessor/team;
- 6.8.2 The **MBR** must provide feedback within 48 hours to the Policyholder and Hollard or their appointed assessor/team;
- 6.8.3 A detailed plan of action must be provided in writing, which includes arrangements, alternatives, costs and dependencies;

- 6.8.4 The **MBR** must provide regular feedback to The Policyholder and Hollard or their appointed assessor/team until full resolution.

## 6.9 RESULTANT DAMAGES

- 6.9.1 Define: Damages that occurred as direct result of the current incident.
- 6.9.2 The **MBR** must not, under any circumstances, offer an opinion to the policyholder regarding what may or may not be resultant damages.
- 6.9.3 The **MBR** must refer the policyholder to and discuss this with Hollard or their appointed assessor/team and/or.

## 6.10 POOR WORKMANSHIP

- 6.10.1 Poor workmanship includes but is not limited to:

- a. Paint:
- \* *Colour differences*
  - \* *Paint runs*
  - \* *Overspray*
  - \* *Poor surface preparation*
  - \* *Orange peel*
- b. Body Parts
- \* *Excessive gaps between body panels*
  - \* *Alignment of body parts*

## 6.11 REPAIR METHOD

- 6.11.1 The **MBR** must ensure that the most cost effective repair method is chosen when deciding whether to replace or repair a specific item.
- 6.11.2 Any doubts should be resolved with Hollard or their appointed assessor/team and should be noted on the "Work In Progress" card.
- 6.11.3 Should The **MBR** elect to repair an item for which a replacement part has been authorised, The **MBR** is required to obtain authorisation from the responsible Hollard or their appointed assessor/team and amend the "Work In Progress" card accordingly before affecting the repairs.
- 6.11.4 This decision must be authorised by the responsible Hollard or their appointed assessor/team and the appropriate credit reflected on the final invoices.

## 6.12 LABOUR AND PAINT

If any addition paint and labour is required, written authorisation must be provided by Hollard or their appointed assessor/team.

## 6.13 PAINT

- 6.13.1 If warranty is applicable, the manufacturer conditions apply.
- 6.13.2 All paint used must be subject to a life time guarantee.
- 6.13.3 All vehicles must be painted in a technically compliant spray booth.
- 6.13.4 Vehicle must be correctly prepared and sprayed.

## 6.14 PARTS

- 6.14.1 The Hollard or their appointed assessor/team will instruct The **MBR** in writing whether to replace or repair and the category of parts.

- 6.14.2 The parts must be ordered not later than 24 (twenty-four) working hours after receipt of written authorisation;
- 6.14.3 Parts may only be obtained through accredited parts agencies and subject to the manufacturer warrantee and guarantees.
- 6.14.4 **MBR** invoices must be issued by the accredited agencies that supplied the parts to The **MBR**.
- 6.14.5 The **MBR** may only fit parts as instructed by Hollard or their appointed assessor/team.
- 6.14.6 The **MBR** invoices must available and must reflect the correct detail:
- \* *All details required by SARS*
  - \* *Part description*
  - \* *Part Number*
- 6.14.7 OEM / Genuine
- a. New OEM Spare may only be obtained through accredited agencies and subject to ten manufacturer warrantee and guarantees.
  - b. Part price and the type of pricing structure:
    - \* *Net Pricing System*
    - \* *Total Retail Pricing*
- 6.14.8 Generic / Alternate / XXX
- a. Generic / Alternate / XXX parts may only be obtained through accredited agencies.
  - b. Part price and the type of pricing structure:
    - \* *Net Pricing System*
    - \* *Total Retail Pricing*
- 6.14.9 2nd Hand must meet the following criteria:
- a. 2nd Hand parts may only be obtained through accredited agencies.
  - b. Must be compatible to the make, model and year of the original damaged part and be in same or superior condition.
  - c. Work in Progress Card must be amended prior to fitment of such parts.
  - d. The appropriate cost reduction is to be reflected on the invoices.
  - e. No 2nd hand mechanical, steering, suspension or safety critical components are to be used without authorisation by Hollard or their appointed assessor/team.
  - f. Part price and the type of pricing structure:
    - \* *Net Pricing System*
    - \* *Price to be set at Obtained Price + agreed mark-up but is limited to no more than 70 (seventy) % of the price of the equivalent new part.*
- 6.14.10 Stock Items
- a. No stock items are to be used as part of any repair work
  - b. Stock items are defined as:
    - \* *Genuine parts but outdated stock from Manufacturers or Dealers, bought on tender without price invoices per item.*
    - \* *2nd Hand spares acquired without **MBR**s invoices as proof of purchase.*
    - \* *Previously damaged items retained and repaired by Contractor.*
- 6.14.11 Cover Exclusions
- a. Cover Exclusions are defined as but not limited to:
    - \* *Bull Bar*
    - \* *Tow Bar*
    - \* *Rubberising*
    - \* *Side Step*
    - \* *Non-standard Items*

- \* Radios
- \* Security Systems

#### 6.15 AUTO GLASS

- 6.15.1 The Hollard or their appointed assessor/team will obtain quotes from the approved auto glass contractors.
- 6.15.2 When the replacement of the windscreen / rear light is required due to structural damage to screen posts, replacement will be at the agreed mark-up on cost on condition that the cost of the auto glass is in line with the pricing structure of Hollard's approved **MBRs**.
- 6.15.3 The auto glass contractors will contact The **MBR** to make arrangements for the delivery and fitment of the auto glass.

#### 6.16 WHEEL ALIGNMENT

- 6.16.1 Actual cost of alignment, for front and rear will be at the agreed mark-up.
- 6.16.2 Any quoted cost in Excess of R200-00 (two hundred rand) must be authorized by Hollard or their appointed assessor/team who will require a detailed **MBR's** invoice.
- 6.16.3 Test results to be retained by Contractor for 3 (three) Months.

#### 6.17 TYRES

- 6.17.1 The Hollard or their appointed assessor/team will obtain quotes from accredited Tyre **MBRs**
- 6.17.2 The replacement of the tyres must be agreed between Hollard or their appointed assessor/team and The **MBR** at the agreed mark-up.

#### 6.18 AIR CON

- 6.18.1 The Air Conditioning unit must be filled correct as per the specifications of the manufacturer regardless if under warrantee.
- 6.18.2 The unit must be filled to capacity and proof of this must be provided with the printout.
- 6.18.3 The cost must be agreed between Hollard or their appointed assessor/team and The **MBR** at the agreed cost and mark-up.

#### 6.19 JIG HIRE

- 6.19.1 Jig Hire must be authorised in writing by Hollard or their appointed assessor/team;
- 6.19.2 The cost must be agreed between Hollard or their appointed assessor/team and The **MBR** at the agreed cost and mark-up.

#### 6.20 UNSEEN DAMAGES

- 6.20.1 Define: Damages not visible at time of assessment but only when stripped or during the repair process
- 6.20.2 Any repair work to "unseen damage", has to be cleared with Hollard or their appointed assessor/team, prior to commencement.
- 6.20.3 The Hollard or their appointed assessor/team may request that damaged parts be kept for inspection.
- 6.20.4 Extras will not be allowed unless Hollard or their appointed assessor/team is satisfied this could not have been identified at the time of the assessment.

## 6.21 UNRELATED DAMAGES

- 6.21.1 Define: Damages that did not occur as a result of the current incident.
- 6.21.2 Any repair work to “unrelated damage”, is for the policyholders account.
- 6.21.3 The **MBR** must not, under any circumstances, offer an opinion to the policyholder regarding what may or may not be unrelated damages.
- 6.21.4 The **MBR** must refer the policyholder to and discuss this with Hollard or their appointed assessor/team and/or.

## 7 WHAT QUALITY STANDARDS AND SERVICE LEVELS MUST THE MBR ADHERE TO?

### 7.1 WARRANTEES

- 7.1.1 The **MBR** must use repair methods and procedures as stipulated by the manufacturer's warranty, standards and requirements:
  - \* *comply with the methods of use recommended by the manufacturers in respect of paint and other materials*
  - \* *comply with all legal health requirements and standards applicable*
  - \* *company with all regulations of the relevant authorities.*
- 7.1.2 The **MBR** must be in possession of and display the relevant Manufacturer Approval certifications at time of performing the motor body repair when the warrantee is relevant.
- 7.1.3 The certifications must be issued in the name of The **MBR** and be valid and be current.
- 7.1.4 If The **MBR** does not have the necessary approvals in place required per incident, then the 20 point check will only be acceptable if allowed and confirmed in writing to Hollard or their appointed assessor/team, by the Manufacturer under the conditions set by the Manufacturer.

### 7.2 POOR WORKMANSHIP

- 7.2.1 The **MBR** shall at his own expense make good all incomplete and defective work within the period agreed upon between Hollard or their appointed assessor/team and The **MBR**.
- 7.2.2 If an item still covered by a guarantee, The **MBR** must ensure that the item is repaired strictly according to the guarantee by the original manufacturer or its authorised agent / s.
- 7.2.3 Any defects relating to manufactured parts used by The **MBR**, will be replaced free of charge and will be subject to the terms and conditions of the manufacturers or Suppliers
- 7.2.4 The **MBR** must collect the vehicle for rectification of any repairs deemed unsatisfactory by Hollard or their appointed assessor/team and / or The Policyholder under guarantee, free of charge.

### 7.3 GUARANTEES THAT MUST BE PROVIDED BY THE MBR

- 7.3.1 The **MBR** must ensure that all services provided comply with the relevant authorisation to repair and be in accordance with the levels and standards of quality as stipulated in this Agreement:
- 7.3.2 The MBR will guarantee all workmanship on the repaired vehicle for a period of 24 (twenty four) Months from the date on which the repairs were completed.
- 7.3.3 The MBR shall be given an opportunity to rectify any repairs deemed unsatisfactory by Hollard or their appointed assessor/team or The Policyholder.

- 7.3.4 In the event of The MBR being unable to satisfy Hollard or their appointed assessor/team and / or policyholder, Hollard or their appointed assessor/team shall be entitled to rectify these repairs elsewhere and all expenses consequent thereon or incidental to, shall be recoverable from the original Supplier.
- 7.3.5 The MBR will guarantee all workmanship on the repaired vehicle for a period of 24 (twenty four) Months from the date on which the repairs were completed. Paint repair work carries a lifetime guarantee. Parts will be subject to the manufacturer's warranty.
- 7.3.6 Should a dispute arise between The MBR and the Policyholder in respect of the quality of the repair, The MBR will accept as final and binding the decision of Hollard or their appointed assessor/team or that of a third party appointed by Hollard in resolving the dispute.
- 7.3.7 The MBR shall make good at his own expense all incomplete and defective work within the period agreed upon between Hollard or their appointed assessor/team and The MBR.
- 7.3.8 If an item which is still covered by a guarantee is referred to The MBR for repairs, The MBR will ensure that the item is repaired in strict accordance with the guarantee by the original manufacturer or its authorised agent / s.
- 7.3.9 Any branch of The MBR, regardless of where the work was originally carried out, will rectify any workmanship defect that occurs within the guarantee period.
- 7.3.10 The MBR undertakes to collect the vehicle for rectification of any repairs deemed unsatisfactory by Hollard or their appointed assessor/team and/or the Policyholder under guarantee, free of charge.
- 7.3.11 The MBR shall be given an opportunity to rectify any repairs deemed unsatisfactory by Hollard or their appointed assessor/team or the Policyholder. In the event of The MBR being unable to satisfy Hollard or their appointed assessor/team and/or policyholder, Hollard shall be entitled to rectify these repairs elsewhere and all expenses consequent thereon or incidental to, shall be recoverable from the original Supplier.
- 7.3.12 Any defects relating to manufactured parts used by The MBR, will be replaced free of charge and will be subject to the terms and conditions of the manufacturers or Suppliers guarantees applicable to such parts.
- 7.3.13 guarantees applicable to such parts.
- 7.3.14 The MBR undertakes to commence repairs promptly on receipt of written authorisation by the representative / Hollard or their appointed assessor/team and in any event not later than 24 (twenty-four) working hours after receipt of the written authorisation subject to the availability of parts and other materials necessary for such repair. The MBR shall not be obliged to commence repairs until all such parts and materials are available to it;
- 7.3.15 to take all the necessary steps to ensure that the repair is completed as soon as it is practically possible and acknowledges that time is of the essence. The MBR will provide the Motor Representative, and if possible, the Policyholder and / or Hollard or their appointed assessor/team with the estimated completion date of repairs. This is vital for the purpose of car hire orders;

## **8 WHEN WILL HOLLARD ASSUME RESPONSIBILITY FOR COSTS INCURRED AND PAYMENT?**

### **8.1 HOLLARD WILL BE LIABLE FOR PAYMENT:**

- 8.1.1 For costs incurred if the correct processes were followed at all times as stated here in.

### **8.2 WORK CARRIED OUT WITHOUT AUTHORISATION:**

- 8.2.1 Hollard will not be liable for any costs incurred or work carried out that was not authorised in the approved method of "Authorisation to Repair" or "Additional / Extras" by Hollard or their appointed assessor/team;

- 8.2.2 Hollard will only assume responsibility once The Policyholder has lodged a claim that is accepted by Hollard or their appointed assessor/team.
- 8.2.3 Hollard or their appointed assessor/team will at all times appoint and authorise repairs, extras and/or **MBRs** in writing and clearly stipulate the agreed repairs and costs.
- 8.2.4 This includes but is not limited to:-
- \* Vehicles directed to repairers by Hollard's emergency 24/7/365 contact centre or Hollard or their appointed assessor/team as the claim may not have been lodged, the merits investigated to determine if a claim is valid.
  - \* Vehicles dropped off at repairer premises by towing contractors that was not authorised or directed by Hollard's emergency 24/7/365 contact centre or Hollard or their appointed assessor/team, regardless if towing contractor was Hollard approved or not.
  - \* Instructions given by The Policyholder regardless whether a claim has been lodged and accepted.
  - \* Any manual or electronic quotes that were not specifically requested by Hollard or their appointed assessor/team.
  - \* Any costs incurred as a result of The **MBR** stripping the vehicle before receiving such instructions from Hollard or their appointed assessor/team.
  - \* Repairs carried out or costs incurred outside the written "Repair Authorisation" including "Additional / Extras".

## 9 AGREED CHARGES, RATES, FEES AND SUBMITTING REQUEST FOR PAYMENT

### 9.1 AGREED RATES AND FEES

The **MBR** may not alter the agreed rates and fees stipulated in Annexure "A" without prior written agreement from Hollard or their appointed assessor/team.

### 9.2 DISCOUNTS AND MARK-UPS

9.2.1 The **MBR** must agree to an early settlement discount at time of agreeing the quote;

9.2.2 Mark-ups may not be levied unless stipulated in the agreement or authorised in writing by Hollard or their appointed assessor/team.

### 9.3 OUTSOURCED SERVICES

The **MBR** will adhere to the rates and fees stipulated in Annexure "A" or as per written agreement from Hollard or their appointed assessor/team.

### 9.4 REPAIRS

9.4.1 The **MBR**, can submit the repair invoice to Hollard or broker's appointed team but it is subject to:

- \* the Policyholder having signed a release form
- \* the release form is attached to the invoice
- \* the final costing was approved by Hollard or their appointed assessor/team
- \* the towing portion is not included in the repair invoice
- \* clearly showing the repairs, labour, deductions and other allowances made in respect of any parts discount, refunds, excesses or betterment payments;
- \* proof that the excesses were paid by policyholder
- \* early settlement discounts are included on the invoice

### 9.5 TOWING

9.5.1 If the repairs are authorised with The **MBR** and The **MBR's** own vehicle was used to tow the vehicle, The **MBR** will not charge Hollard for any towing costs;

- 9.5.2 If the repairs are not authorised with The **MBR**, The **MBR** may only charge Hollard the agreed rates:
- If not a Hollard contracted tower, the tow rate may not exceed R2,000.
  - If a Hollard contracted tower, the rates applicable to that tower / towing association. Contact Hollard for rates.
  - If **MBR**'s used own towing vehicle, the rates stated here in is applicable.
- 9.5.3 The **MBR** must submit the towing invoice immediately on receipt of vehicle.
- 9.5.4 The **MBR** must include the towing contractors invoice as proof of amounts.
- 9.5.5 The **MBR** may not levy administration fees on independent towing contractor's invoices.
- 9.5.6 Hollard will not reimburse The **MBR** for towing costs incurred unless instructed to do so by a Hollard or their appointed assessor/team and/or Claims Agent in writing or the tow was authorised through the relevant call centre.
- 9.5.7 The towing contractors are to submit their invoices directly to Hollard / broker that appointed The **MBR** for payment.

## 9.6 STORAGE & RELEASE FEES

- 9.6.1 The **MBR** must notify Hollard or their appointed assessor/team of delays with authorisation to ensure that unnecessary storage charges are not incurred.
- 9.6.2 Hollard and/or the Policyholder shall not accept responsibility or liability for storage charges unnecessarily incurred;
- 9.6.3 No storage and release fees may be charged as per point 8 and 11.

## 9.7 ADDITIONAL CHARGES

The **MBR** may not charge Hollard or the Policyholder any additional charges unless authorised or agreed by Hollard or their appointed assessor/team.

- 9.7.1 Such fees include but are not limited to

- \* *handling fees*
- \* *admin fees*
- \* *security fees*

## 9.8 UNECONOMICAL TO REPAIR

- 9.8.1 in the event of the vehicle being declared uneconomical to repair;
- \* *notify Hollard or their appointed assessor/team immediately;*
  - \* *The **MBR** may not charge Hollard or Hollard Salvage Contractor any additional fees except if otherwise stipulated in this Agreement.*

## 9.9 REFUNDS

- 9.9.1 Costs incurred to third parties where The **MBR** requires a refund from Hollard:

- \* *Car hire*
- \* *Glass replacement*
- \* *Jig hire*
- \* *Tyres*
- \* *Towing*
- \* *Or similar*

- 9.9.2 The supporting documentation must be attached to the repair invoice.

## 10 POLICYHOLDER'S FINANCIAL CONTRIBUTION BEFORE RELEASE OF VEHICLE TO POLICYHOLDER

The **MBR** is responsible for obtaining payment of the amounts stated in the Authorisation to Repair from The Policyholder prior to the release of the vehicle to the Policyholder or its duly authorised agent or after he has made arrangements suitable to himself for payment of the Excess by The Policyholder;

### 10.1 EXCESS

10.1.1 Excess contributions may be required in respect of:

- \* *Repair excess*
- \* *Driver excess*
- \* *New policy excess*
- \* *Apportionment excess*

10.1.2 The **MBR** may not to subsidise or waive any Excesses payable by the Policyholder.

10.1.3 In the event of The **MBR** subsidise or waive any Excesses, it will be deemed a material breach of contract;

10.1.4 The **MBR** may not amend the Excess, as per the Authorisation for Repairs, should any additional costs be added to the original agreed figures;

### 10.2 BETTERMENT

10.2.1 betterment contribution may be required in respect of:

- \* *tyres, exhaust systems, wheels, batteries and any other parts liable to wear and tear;*
- \* *previous poor repairs;*

10.2.2 The **MBR** is responsible for obtaining payment of the indicated Betterment from The Policyholder prior to the release of the vehicle;

### 10.3 TOWING AND STORAGE

10.3.1 Towing and Storage Excesses may be required in respect of:

- \* *A policy limit on towing*
- \* *Vehicle is left at premises of either the towing contractor or repairer for an extended period of time before policyholder registers the claim*
- \* *Additional towing costs agreed by policyholder without Hollard or their appointed assessor/team's consent*

10.3.2 The **MBR** is responsible for obtaining payment of the indicated Towing and Storage from The Policyholder prior to the release of the vehicle;

### 10.4 WHAT IF THE POLICYHOLDER CANNOT SETTLE THE OUTSTANDING BEFORE RELEASE OF VEHICLE

10.4.1 The **MBR** is responsible for obtaining any outstanding Excesses, Towing and Storage and Betterment prior to the release of the vehicle;

10.4.2 However, in the event that the Policyholder is unable to settle the full outstanding amount;

- \* *The MBR is to notify both Hollard or their appointed assessor/team and the Policyholder in writing;*
- \* *The **MBR** can submit the invoice to Hollard or their appointed assessor/team for Hollard's portion for payment;*
- \* *Hollard is not responsible for any payments due by The Policyholder;*

- \* If The Policyholder cannot pay the outstanding fee on the day that Hollard or their appointed assessor/team signed the release form, The **MBR** is to provide The Policyholder with a 14 day grace period for additional storage and release fees and The **MBR** is to notify both Hollard or their appointed assessor/team and the Policyholder of this agreement in writing;

## 11 QUALITY MANAGEMENT AUDITS?

### 11.1 CONDUCTING AUDITS FOR COST AND QUALITY MANAGEMENT PURPOSES

Refer to clause 11 for terms and conditions.

### 11.2 POST REPAIR AUDITS

- 11.2.1 Post Repair Audit's will be conducted randomly on open files where repairer invoices have not been paid;
- 11.2.2 The **MBR** must notify the assessing division immediately when the vehicle is ready which is not limited to or be dependant if a Post Repair Audit will be done or not;
- 11.2.3 Hollard or their appointed representative will conduct Post Repair Audit's at The **MBR** premises immediately after the repair was completed and without The Policyholder being present;
- 11.2.4 Hollard or their appointed representative will compare the agreed detailed quote against the actual work done and check the quality of work and state of car as described herein;
- 11.2.5 Hollard or their appointed representative will obtain repair invoices from The **MBR**;
- 11.2.6 Issues found will be dealt with as follows:-
  - a. Items returned for Credit – The **MBR** will be expected to refund Hollard the full amount without delay if the credit was not passed back to Hollard.
  - b. No supporting invoices – The supporting invoices for amounts claimed or used for costing, must be available and specific t the claim under investigation. If not, then the full amount will be expected to be refunded to Hollard. Relevant to items but not limited to:
    - \* *Wheel Alignments*
    - \* *Re-gas / Air con*
    - \* *Jig Hire*
    - \* *Towing*
    - \* *Outsourced work*

### 11.3 FINAL COSTINGS

- 11.3.1 Final Costing's will be conducted randomly on open files where repairer invoices have not been paid;
- 11.3.2 The **MBR** must submit a final costing that will reflect the proposed invoice, with supporting documentation such as parts **MBR**s invoices
- 11.3.3 Hollard or their appointed representative will check the on the quality of work, compare the agreed detailed quote against the actual work done;
- 11.3.4 This is the final check to ensure that the repair cost was done optimally and could reduce the need for paper based audits to some degree which can be costly.
- 11.3.5 Hollard or their appointed representative will obtain repair invoices from The **MBR**.
- 11.3.6 Issues found will be dealt with as follows:-
  - a. Cost implications must be noted and passed back to Hollard regardless if invoice and authorisation amount is the same and in respect of eg:
    - \* *Discounts.*

- \* *Repaired instead of replaced*
  - \* *Quote vs actual work done*
  - \* *New vs xxx-parts / OEM vs AME*
- b. Items returned for Credit – The **MBR** will be expected to refund Hollard the full amount without delay if the credit was not passed back to Hollard.
- c. No supporting invoices – The supporting invoices for amounts claimed or used for costing, must be available and specific to the claim under investigation. If not, then the full amount will be expected to be refunded to Hollard. Relevant to items but not limited to:
- \* *Wheel Alignments*
  - \* *Re-gas / Air con*
  - \* *Jig Hire*
  - \* *Towing*
  - \* *Outsourced work*

#### 11.4 PAPER BASED AUDIT

- 11.4.1 Paper Based Audit's will be conducted on closed files where repairer invoices have been paid 6 months from when repair was done.
- 11.4.2 Hollard or their appointed representative will notify The **MBR** of pending audits and provide claim number, vehicle reg / vin number and request copies of required documents eg. parts **MBR** invoice, return for credit (RFC) invoices.
- 11.4.3 Issues found will be dealt with as follows:-
- a. Items returned for Credit – The **MBR** will be expected to refund Hollard the full amount without delay if the credit was not passed back to Hollard.
- b. No supporting invoices – The supporting invoices for amounts claimed or used for costing, must be available and specific to the claim under investigation. If not, then the full amount will be expected to be refunded to Hollard. Relevant to items but not limited to:
- \* *Wheel Alignments*
  - \* *Re-gas / Air con*
  - \* *Jig Hire*
  - \* *Towing*
  - \* *Fraudulent transactions – refer to*
  - \* *Repeat offenders / occurrences*
  - \* *May lead to the agreement being cancelled with immediate effect.*

#### 11.5 WORK-IN PROGRESS

- 11.5.1 WiP are done on claims that are open and where work is not complete.
- 11.5.2 Random, un-announced visits will be done by Hollard or their appointed representative at repairer during the repair to check on the quality of work, quote vs actual work done, identify unseen damages, discuss extras or parts availability, repairs vs replacements, new vs xxx-parts, OEM vs AME.
- 11.5.3 All repairs underway on Hollard vehicles are subject to WiP's regardless if repairer has a written agreement with Hollard or not.
- 11.5.4 The Hollard or their appointed representative will be provided with access to the assessing system to extract the required documentation per claim - Authorisation, Audatex, Photos, Assessment and obtain the invoices from The **MBR**
- 11.5.5 Issues found will be dealt with as follows:-
- a. Cost implications must be passed back to Hollard in respect of eg:
- \* *Discounts.*
  - \* *Repaired instead of replaced*
  - \* *Quote vs actual work done*
  - \* *New vs xxx-parts / OEM vs AME*

- b. Items returned for Credit – The **MBR** will be expected to refund Hollard the full amount without delay if the credit was not passed back to Hollard.
- c. No supporting invoices – The supporting invoices for amounts claimed or used for costing, must be available and specific to the claim under investigation. If not, then the full amount will be expected to be refunded to Hollard. Relevant to items but not limited to:
  - \* *Wheel Alignments*
  - \* *Re-gas / Air con*
  - \* *Jig Hire*
  - \* *Towing*
  - \* *Outsourced work*
- d. Fraudulent transactions – refer to
- e. Repeat offenders / occurrences
  - \* *May lead to the agreement being cancelled with immediate effect and criminal charges being laid.*

#### 11.6 WRITE OFF'S / ASSESSMENT AUDIT

- 11.6.1 These audits are done on total write-off files immediately after upliftment at salvage yard.
- 11.6.2 Hollard will give instruction to Hollard or their appointed representative to do full audit to confirm if vehicle should be written-off.
- 11.6.3 Hollard or their appointed representative will check quotes, assessment reports, photos, accident description / damage.
- 11.6.4 Hollard or their appointed representative will be provided with access to the assessing system to extract the required documentation per claim - Authorisation, Audatex, Photos, Assessment and obtain the invoices from The **MBR**

#### 11.7 FORENSIC AUDITS

- 11.7.1 These audits will be as a result of issues identified from other audits or matters referred to business or Hollards Forensic Auditing division and will be confidential.
- 11.7.2 Outcome will be actioned accordingly and preferably through meetings and follow-up written communications.
- 11.7.3 Action can include criminal case, immediate suspension or cancellation of agreement.

**THE END**