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# Self Assessing

## What is the Self Assessing process?

The Self Assessing process is available to you only and allows you to commence work immediately, minimising delays in the repair cycle. This enables the customer to have their vehicle repaired quickly and efficiently and returned to them without delay.

The repair estimate will reflect the true method required in order to be competitive. You will ensure that only the necessary repairs or repair work are conducted, so the vehicle remains as close as possible to its original condition.



## Which Claims can be Self Assessed?

The Self Assessing process applies to Motor Claims only and covers all lines of distribution - Direct, Brokers, Financial Institutions and Agency.

In scope repairs are those that are assessed by you to be of a value less than \$10,000 and greater than \$500 excluding GST and fall within the following criteria:

- Collision and Damaged While Parked Claims
- Towed and Non-Towed Vehicles.



## Which Claims can't be Self Assessed?

Out of scope repairs are those that are assessed by the ASR to be of a value greater than \$10,000 excluding GST and fall within the following criteria:

- Mechanical Repairs including engine components and suspension components
  - Grey imports or Personally Imported Vehicles
  - Highly modified vehicles or specialist custom finishes, where the modification or finish requires repair
  - Any vehicle requiring specialist equipment such as OEM tooling
  - Rectification repairs
  - Stolen and Recovered (SR), Storm/Hail (ST), Malicious or Water Damaged (DA), Fire (FE) or Uninsured Motorist Damage (UMD) claims
  - Vehicles with a TARE weight prior to any modifications made after production of more than 2,750kg including vans, utilities, tabletops and 4wd vehicles.
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## Smash Repairer Process Self Assessing

Please follow the below steps to complete the Self Assessing process. You are to manage the repair process and ensure the customer is kept informed during the repair process.

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### Self Assessing Process

- 1.** Once you receive the Request for Quote (RFQ) you are to contact the customer within **4 hours** of receipt of the RFQ.
- 2.** You are then required to book the customer in for an appointment no longer than **5 days** from receipt of RFQ, unless the customer requests otherwise.
- 3.** Upon delivery of vehicle, you must check if the claim is eligible to be processed under Self Assessing by referring to the criteria on the previous page.
  - a.** If eligible for Self Assessing, you must continue to Step 4. If you observe anything that is unusual, you must contact QBE immediately.
  - b.** If not eligible, you must request an inspection and submit quotes and images via our Assessing platform.
- 4.** You must check the RFQ to ensure the claim is **“Current”**.
  - a.** If the claim is current then repairs are authorised and you can commence immediately.
  - b.** Send an email to [repair@qbe.com](mailto:repair@qbe.com) advising the job meets self-assess requirements.
  - c.** If the claim is pending then do not commence repairs, contact the Motor Claims Department on 13 37 23 to resolve the issue.
- 5.** When repairs are completed submit the quote and images via our Assessing platform.
- 6.** Once the quote is authorised submit your invoice within 7 days via our Assessing platform.