

QBE Motor Claims Supplier Network

Get your customers back on the road fast.



Key benefits

- Motor quotes are not required anymore
- Our repairers provide priority service to QBE customers
- Faster claims processing
- Australia-wide coverage and consistent customer service
- Additional mobility services including taxi vouchers or drop off and pick up locations

One of the largest motor supplier networks in Australia.

Vehicle accidents cost businesses time and money. At QBE, our motor insurance customers get access to our accredited Motor Supplier Network – streamlining the claims process with a responsive service and priority access to the right suppliers.



Accredited
Smash
Repairers



Hire Car
Services



Heavy
Vehicle
Repairers



Hail
Repairers



Towing
Services



Windscreen
Repairers



Accredited
Motorcycle
Repairers

Specialist claims service

To ensure the claims process is efficient and effective, QBE has specialist total loss, motor litigation, recovery and third-party capture teams, plus heavy haulage in-house assessors in every state.



Inside QBE's Motor Supplier Network.

Hail Repairers

We manage the entire claims and repairs process in partnership with Action Smart Group for fast, high quality repairs by hail damage experts.

Benefits

- Customer contact within 24 hours
- Repair guarantee
- Wash and vacuum provided
- Taxi travel vouchers (\$50 each way)
- Priority and efficient service
- Specialist repairs in Paintless Dent Removal and conventional hail repairs

Accredited Motorcycle Repairer

Our Accredited Motorcycle Repairer (AMR) network offers QBE customers a faster start on repairs to get moving again.*

Benefits

Your QBE accredited motorcycle repairer will:

- Aim to call you within one business day
- Start your approved repairs faster*
- Provide a premium service including a motorcycle wash and clean

Our AMR's are experts in all leading motorcycle brands. QBE also provides a guarantee for all authorised repairs.

**Repairs must meet our pre-approval and self-assessing criteria. Repairs are also subject to parts availability.*

Accredited Smash Repairers

Get back on the road faster with our Accredited Smash Repairer Network, a simple self-assessing process* and the latest technology.

Benefits

- Quotes are not required
- Receive a call within four business hours
- On-site assessments and immediate repair authorisations up to \$10,000*
- Taxi travel vouchers (\$50 each way)
- Repair guarantee

**Subject to parts availability and self-assessing criteria being met.*

Hire Car Services

We partner with Avis Budget Group to provide priority service and competitively priced hire cars to customers nationally.

Benefits

- Competitive hire car rates
- The largest fleet of insurance replacement vehicles in Australia
- Rural and regional coverage
- Book online or over the phone

Windscreen Repairers

We partner with O'Brien Glass to offer expert service using the latest windscreen replacement and repair technology.

Benefits

- Australia-wide coverage through network of fixed and mobile installers
- In-house windscreen electronics recalibration
- Fast response times for emergencies
- Completed in minutes at work or home

For more information, call O'Brien on 1800 815 414.

Heavy Vehicle Repairers

Gives customers national access to specialist assessors with quality repairs and service for heavy vehicles over 4.5 tonnes (excl. farm and excavating machinery).

Benefits

- On-site assessments delivering faster turnaround
- No delay in commencement of repairs*
- Quality service with latest equipment, technology and industry knowledge
- Monitored by QBE Partner Relationship Manager
- Taxi travel vouchers (\$50 each way)

**Subject to parts availability and self-assessing criteria being met.*

National Towing Services

24/7 emergency towing services for all passenger and light commercial vehicles, light commercial trucks, heavy vehicles over 4.5 tonnes, motorcycles, caravans, farm equipment and machinery.

Benefits

- Accident scene management
- Available on salvage, follow-up or trade tows
- Heavy vehicle towing and recovery
- Rural and regional areas included

How can we help?

To access our Motor Supplier Network call **1800 023 387** or visit **qbe.com/au/3star** to find a repairer.

For more information contact your Claims Relationship Manager.

