



FREQUENTLY ASKED QUESTIONS

Vehicle claims

Q: Who will repair my clients' damaged vehicle?

A: We've expanded our panel of Motor Body Repairers, with specific SLAs and processes to ensure effective and efficient services.

Q: Will clients need to source multiple quotes for repairs?

A: No, our approved assessors will manage the entire process.

Q: How will damage assessments be conducted?

A: If the vehicle is drivable, our assessor will obtain photos from the client to complete the digital assessment. If the vehicle is non-drivable, we will assess it at the towing destination.

Q: How will I know when my client's vehicle has been towed?

A: You'll receive a notification as soon as the vehicle is booked-in at a towing destination after an accident.

Q: What should I do after receiving the notification that my client's vehicle has been towed?

A: You can contact your client to check in, and then start the claim process. Think of it as giving them that special VIP experience.

Q: Will my customer have to pay for the cost of towing the vehicle or the release fees?

A: Clients will not have to pay any towing costs or release fees if they request this service through the relevant assist programme.

Q: Do I need to load or make payments towards any invoices?

A: If the repair or replacement is handled by any of our approved partners, we will handle the full payment process on your behalf.

Q: Can my clients provide feedback after a repair?

A: Yes. Clients will have the opportunity to provide feedback on the quality of their vehicle repairs, as well as the panel beater's overall service interactions, by completing a digital survey.



Car hire

Q: Which company will provide my client with car hire services?

A: Europcar will replace Gage as our preferred car hire supplier.

Q: Will the process to request rental vehicles change?

A: No. After loading the claim on ROC, our car hire team will manage the process with Europcar.

Glass claims

Q: Who will repair my clients' glass damage?

A: Glasfit is our preferred supplier for all glass claims and will appear as a primary supplier for all glass appointments, countrywide.

Q: What happens after loading a Glasfit appointment on ROC?

A: Glasfit will allocate the claim to one of their centre's. This centre will contact the client within two hours to schedule an appointment for the necessary replacement or repair, at a location most convenient to the client.

Q: How will glass claims be paid to the supplier?

A: If Glasfit has been used to replace or repair the glass, you will not need to load any payment to the glass supplier as this will be automated and allocated to the claim on ROC.

Q: What if Glasfit is unable to provide glass for a particular vehicle or can't service a particular area?

A: In these instances, the claim will immediately be redirected to the Renasa Glass Division, which will then route the instruction to an alternative supplier. You can rest assured that turnaround times will be maintained.

Q: Will an excess payment apply to vehicle windscreen replacements?

A: 1 April 2023 our standard basic windscreen excess will apply to all vehicle windscreen replacements. No excess will apply to chip repairs. Glasfit is aware that Renasa will explore repairs as a first option, where possible. We'll only opt to replace the glass if the glass is deemed irreparable.