



## Who is going to help him with this one?

### Who is the CRA?

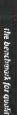
- The Collision Repair Association (CRA) is a collective body of collision repair specialists, panelbeaters, spray painters (auto refinishers) and allied businesses.
- Customers can be assured of a high standard of workmanship as all CRA members are audited.
- CRA was founded in 1913, formerly known as the NZ Motor Body Builders' Association.
- The CRA has a disputes resolution process in place to give customers total peace of mind.
- The introduction of new steels and the rapid change in vehicle construction methods about 25 years ago, led to the founding of I-CAR in the USA to address new technology and how collision damaged vehicles should be repaired. If repairs are not carried out to the OEM (original equipment manufacturer) standards, the ongoing safety of the vehicle maybe significantly compromised. I-CAR training programmes form an integral part of the CRA.



### Insurance Claims - "You can choose your Repairer"

Today's technology provides an easier and faster way to lodge an insurance claim and having your damaged vehicle assessed than in the past. Most insurance companies have digital imaging which normally requires only one visit by the vehicle's owner to your Collision Repair Centre.

**For more information contact**  
**CRA National Office on 07 847-0216**  
 or [collision\\_repair@xtra.co.nz](mailto:collision_repair@xtra.co.nz)  
 or [www.collisionrepair.co.nz](http://www.collisionrepair.co.nz)



## AVOIDING THE INEVITABLE

BY LYNNAIRE JOHNSTON

IT'S A sobering thought that the true cost of fleet vehicle crashes is four times the cost of repair. That's because you need to factor in lost productivity (a crash victim won't be concentrating on work), lost revenue (if a sales person is out of action), temporary staff (if the victim is injured), and possibly even driver training – depending on the cause of the crash. Plus, you may need a rental vehicle to replace the damaged or written off vehicle until it is repaired or replaced. To top it all off, someone has to take care of all aspects of getting the damaged vehicle fixed, which takes them away from their core business. The whole business of risk and repair, then is a great deal more complex than it at first appears.

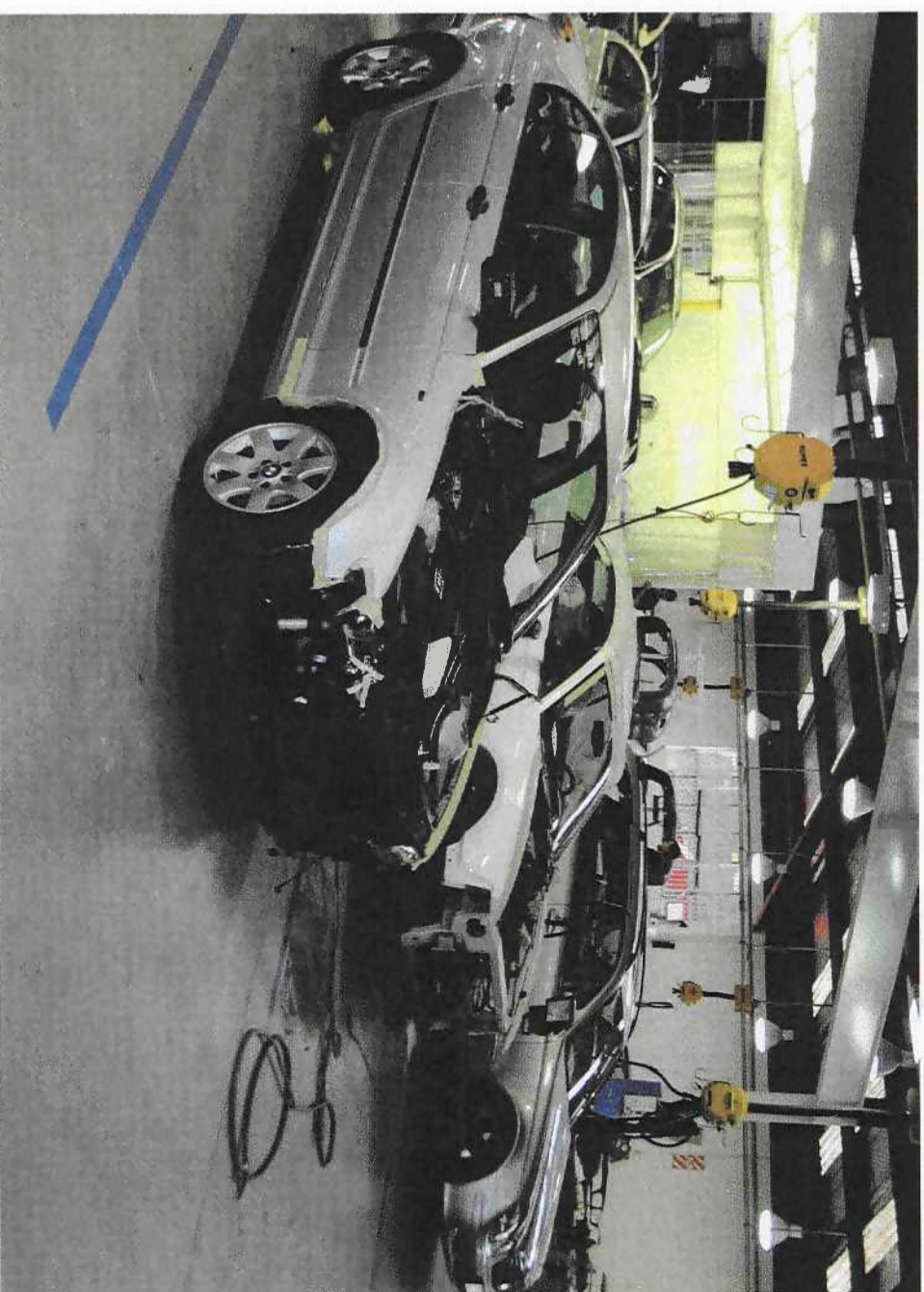
They don't make cars like they used to, they make them better, lighter, stronger, faster and from different materials – the majority of new cars can contain up to five different types of steel alone. That means the company you choose to carry out repairs on your car has to be "up to speed". How can you be sure the repairer you approach qualifies?

The first thing is to choose a reputable repairer. Any panelbeater worth the name will be a member of the Collision Repair Association. The Association – and its members – aim to provide quality and safety assurance to customers by assuring its members' work meets its own high standards. It does this by first screening prospective members to make sure panelbeaters have the correct equipment to realign a vehicle to manufacturers' specifications. These specifications have little or no tolerance and are essential for the car's safety features to function properly again if involved in another collision. Auto refinishers also need to renstate the manufacturer's original finish to the vehicle

and this requires heated paint booths and the correct dust and paint extraction systems. The inspection also takes into account workplace standards, and how clean and tidy the workshop is. You can identify association members by the CRA logo which is displayed on members' premises. The Association's 600 members include panelbeaters, auto refinish painters and all other car collision repair tradesman and allied businesses. CRA (Collision Repair Association) is a self regulating body which provides continuous training and re-training for its members. The association enforces a points-based training programme: if you don't earn the minimum points, you lose your status. The CRA conducts site inspections, provides a training road-show which tours the country, has an annual conference and also provides members with regular bulletins containing industry information, including updated technology.

Another method of ensuring your chosen repairer is up to the job is to let someone who is qualified do the choosing. Crash Brokers has a network of more than 50 CRA certified Structural Repair Centres throughout New Zealand, which guarantees experience, quality and convenience. This free service, now available nationwide, allows you to deal with the aftermath of a crash through a single phone call. Crash Brokers will organise a repairer, deliver the car, administer the insurance claim, find you a courtesy vehicle, and even drop you back to your office or home if necessary – all without you paying a single cent. Plus, they'll even clean your car once it's back from the repairers.

As an extra bonus, Crash Brokers operates a web-based management system



that allows you to see the progress of your repair in real time.

### Identifying risk

While fleet operators are often aware of the number of accidents that occur in their fleets and the direct costs of those accidents, they frequently don't have the tools in place to clearly identify areas of risk within their fleet.

To reduce the number of claims, thereby putting you in a better position to negotiate your insurance premiums, fleet operators need to do more than just record their accidents. They need to have tools and systems in place to be able to measure and identify a range of incident-related trends. SurePlan, which provides fleet risk management services nationally, says near misses, excessive tyre wear and fuel usage, parking and spending infringements are often signs of drivers who may be at risk or who are risk-takers by nature. If a fleet operator can identify these drivers they can focus their efforts through performance management or training.

Statistics show that 15 percent of a fleet's drivers have 35 percent of the accidents, so where are you focusing your efforts to reduce accidents? SurePlan's national manager, Gordon Brown, says a lack of awareness by drivers is another concern. Drivers often don't know the number of incidents, the associated costs and the real threat of their being involved in an accident in their company vehicle. He says, "In part this is due to the fine job that fleet management and accident management companies do by reducing the administration and inconvenience, plus maintaining productivity through replacement vehicles."



**Your day's just been wrecked, you're late for work, you've cancelled appointments, called your insurance broker, and completed the claim form.**

**But that's just the beginning...**

Now you can cancel the rest of your day while you lucky-guess a quality panelbeater, book the job, deliver the car, negotiate and/or pay for a loan car. Then monitor progress, inspect completed repairs, organise any re-work, and start the whole process over again...

**Fortunately, now there's a better solution...**

Crash Brokers. A free independent 24/7 professional accident management service. We use our collision repair industry expertise to add value for you by providing quality, convenience and free courtesy car delivery when you need it. Crash Brokers saves you time, stress, and money, whenever you need us and wherever in the country you may be.

See [www.crashbrokers.co.nz](http://www.crashbrokers.co.nz) for all the missing pieces.



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