

Problems with Insurance Repairs

This fact sheet is for information only. You

Main ideas

- Insurers are responsible for the repairs they organise.
- If the repair is poor or you are having problems with the repairers, complain first to the insurer.
- If the insurer does not fix the problem, complain to AFCA.
- Taking the insurer to court is a last option. Get legal advice.

In this fact sheet:

Insurers are responsible for the repairs they organise

Complain to your insurer if you are unhappy with the repairs

If your car or property has been repaired by the other driver's insurer

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