



CRA BULLETIN

Issue 2 – 1 November 2004

Dear All

On the 5th of October an agreement was signed forming an alliance between the CRA and Lumley General Insurance (N.Z.) Limited (Lumley).

This agreement is based on Lumley recognising all current CRA Structural Repair Centres as their preferred repair network.

Below is a letter received from Lumley's CEO to the Association.

We see this as a great development as an insurance company is recognising not only the strength of the CRA membership criteria but also the investment made by repairers to achieve the Structural Repair Centre accreditation.

This agreement will be released to the media shortly and information will follow explaining the alliance more fully.

Rex Crowther
EXECUTIVE CHAIRPERSON

Rex Crowther
Chairman
Collision Repair Association
PO Box 9208
Hamilton

22 October 2004

Dear Rex

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(N.Z.) Limited

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As New Zealand's leading motor vehicle insurer, Lumley's overriding objectives, in terms of collision repair process have always been safety, quality, fair pricing and customer service.

Lumley recognises that the CRA (Collision Repair Association), as the industry body representing more than 500 collision repairers, is ideally placed to establish and monitor industry standards.

We are therefore delighted that the CRA and Lumley have created a formal accord that will ensure customers retain the right of choice when selecting their repairer and that also meets our objectives as outlined above.

The key elements of our agreement include:

- The ongoing commitment by the CRA to ensure the eligibility criteria for accredited Structural Repair Centre membership reflects professional standards expected by today's discerning customers.
- That this eligibility criteria is subject to a robust audit programme that will consistently deliver to our customers confidence in the safety, as well as the quality, of the work undertaken.
- Lumley strongly recommending to brokers and clients that they use CRA members who have certification.

We are confident that our agreement will be well received in the market as it delivers:

- Flexibility for the client to choose the repairer.
- Knowledge that the repairer is meeting stringent industry set standards.
- A commitment between Lumley and repairers to deliver superior levels of service to our customers.

We look forward to working closely with the CRA in order to deliver and enhance the benefits of this arrangement.

Yours sincerely



Rieny Marck
Chief Executive Officer