

**ACCIDENT AND ASSESSING CENTRE (A&AC)**

**QUOTING PROCEDURES – EFFECTIVE 19 MARCH 2007**

1. All reputable repairers are invited to quote on any vehicle at the A&AC so long as they are capable of the repairs required.
2. Quotations are to be placed in the black tender box at the A&AC.
3. The tender box will be opened at noon everyday and all the quotes will be stamped.
4. Quotations must be submitted by noon within 2 days of a vehicle arriving at the A&AC:
  - a. For vehicles arriving on Monday before noon quotations must be received by noon Wednesday.
  - b. For vehicles arriving on Tuesday before noon quotations must be received by noon Thursday.
  - c. For vehicles arriving on Wednesday before noon quotations must be received by noon Friday.
  - d. For vehicles arriving on Thursday before noon quotations must be received by noon on Monday.
  - e. For vehicles arriving on Friday before noon quotations must be received by noon Tuesday.
5. Quotations received will be recorded in a register and only those quotations received on time will be considered.
6. Any panel beater found to be quoting on behalf of another panel beater (cover quoting) will be banned from quoting in the future
7. Where a client insists that the car be repaired at a certain panel beater, we will authorise as per the assessed amount, failing which we will settle on a cash-in-lieu of repairs.
8. Where a cash settlement is made, the vehicle will have to be inspected after the repairs and if the work is deemed to be unsatisfactory the insurance policy will be cancelled.
9. No extras will be allowed other than when there are hidden (unseen) damages. The assessment report must reflect the fact that there maybe unseen damages.
10. All incidents of fraud will be reported to the Botswana Police.