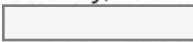




From: City Auto Repiar Service <sbbw@bigpond.com>
Sent: Monday, 23 January 2017 12:06 PM
To: 
Subject: Emailing: Q/N33033 493WJD BONNET & GUARD.pdf
Attachments: 01195.pdf

=====
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Email generated by FlexiQuote for City Auto Repiar Service

Released under RTI/OPC

City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

ESTIMATE NO. 33033

ESTIMATE

DATE : 23/01/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : Mobile : <input type="text"/> Ph : 3003 9077	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : Fax : 3221 0794 Claim No. :	Quoted By : <input type="text"/> Date In : Date to Complete : Policy :
Make : CHRYSLER Model : 300c LUXURY Year : 05/2016	V.I.N. : 2C3CCA VG2GH271281 Engine No. : Km : 11,521 Colour : Black	Registration : 493WJD Body : Sedan4Door Transmission : Automatic

Remove & Replace Items

FRT BUMP BAR COVER RELEASE	20.80
R/H HEADLAMP & D/A	10.40
R/H FRT GUARD FITTINGS	26.00
R/H FRT GUARD LINER RELEASE	5.20
	\$62.40

Repair Items

R/H FRT GUARD	104.00
	\$104.00

Paint Items

BOOTH ALLOWANCE	18.00
MIX & MATCH	36.00
R/H FRT GUARD	150.00
	\$204.00

TOTAL LABOUR = \$370.40

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940	6.00
	TOTAL OTHERS = \$6.00

SUB-TOTAL \$376.40

GST \$37.64

GRAND TOTAL \$414.04

Signed : _____

BONNET (BUFF SCRATCHES)

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: [Redacted] <[Redacted]@ministerial.qld.gov.au>
Sent: Wednesday, 30 May 2018 11:11 AM
To: [Redacted]
Subject: FW: K004287113 | Pol: [Redacted] | Ins: QFLEET | DoL: 29/05/2018 REGO: 897XFV

FYI

Kind Regards



**Queensland
Government**

PO Box 15009, City East QLD 4002

[Redacted]

Chauffeur
Office of the Hon. Cameron Dick MP
Minister for State Development, Manufacturing, Infrastructure and Planning

T 07 3719 7200 D 07 3719 7207 M [Redacted]
E [Redacted]@ministerial.qld.gov.au
1 William Street, Brisbane QLD 4000

From: Claims Vero [mailto:claims@vero.com.au]
Sent: Wednesday, 30 May 2018 11:09 AM
To: [Redacted] <[Redacted]@ministerial.qld.gov.au>
Subject: CN: K004287113 | Pol: [Redacted] | Ins: QFLEET | DoL: 29/05/2018 REGO: 897XFV

Good morning [Redacted]

I have spoken to [Redacted] at City Auto Repair Service.

I have forwarded the repairer the contact/claim/vehicle details. We have requested the repairer upload their quote and images directly onto our assessing system. Once to hand we will be able to appoint an assessor to complete the assessment. He will be in contact on completion of his report to advise when the repairs have been authorised. The repairer will then be able to commence repairs.

If the other party or their insurer makes contact with you, please pass on the phone number and the claim number so they can deal with Vero directly. Forward any paperwork received to commercialmotorsettlements@suncorp.com.au Please ensure the claim number is noted in the subject line.

Thank you.

If you have any questions, please contact the claims handler Georgia Harty on 07 3135 4615

[Redacted]

Claims Officer
Commercial Motor Claims, Specialist Claims
Fleet: 1300 888 073
Facsimile: 1300 066 950
Claim Enquiry: claims@vero.com.au (Please note claim number in the subject line)

Lodgements: lodgeclaim@vero.com.au
<http://www.vero.com.au/vero/claims/fleet-motor-vehicle-claims>
IPC: 2CI298 GPO Box 346 Sydney NSW 2001

Brokers Save Time – Click Here for Claims Online



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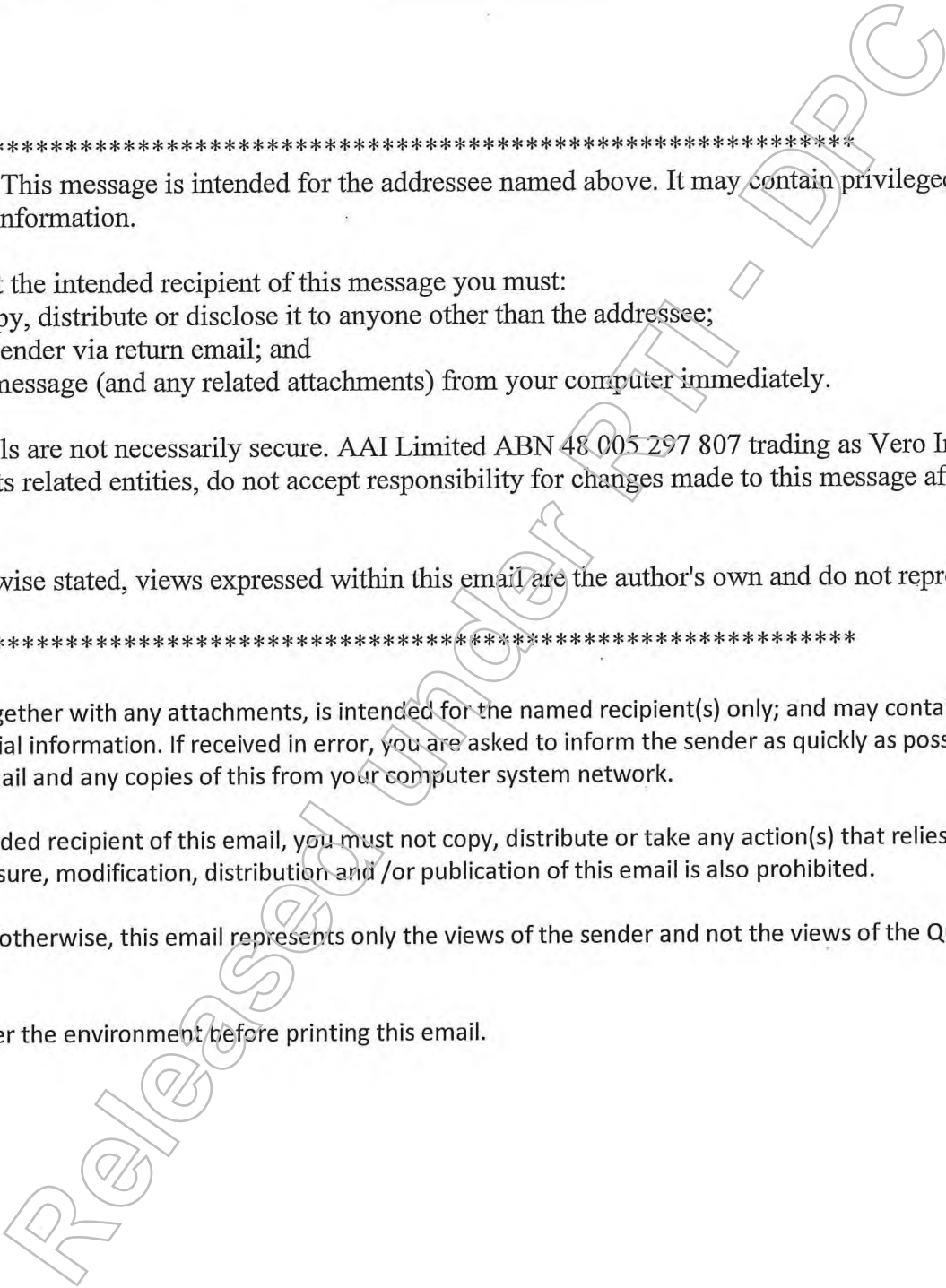
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Please consider the environment before printing this email.



[Redacted]

From: [Redacted]
Sent: Wednesday, 30 May 2018 10:41 AM
To: [Redacted]@ministerial.qld.gov.au
Subject: FW: Emailing: 897XFV.pdf
Attachments: 01056.pdf

[Redacted]

Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet

P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000 PO Box 15185, City East, QLD 4002

-----Original Message-----

From: City Auto Repairs [mailto:sbbw@bigpond.com.au]
Sent: Tuesday, 29 May 2018 2:57 PM
To: [Redacted] <[Redacted]@premiers.qld.gov.au>
Subject: Emailing: 897XFV.pdf

=====
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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

ESTIMATE NO. 35733

ESTIMATE

DATE : 29/05/2018

Owner : Ministerial Services Branch
Address : Po Box 15185 City East
BRISBANE QLD 4002

Insurer : Vero Insurance Limited
Address : Motor Cost Control G.P.O. Box 978
BRISBANE QLD 4001

Quoted By :
Date In :
Date to Complete :
Policy :

Atten :
Mobile : **Ph :** 3003 9077

Atten :
Fax : 3221 0794 **Claim No. :**

Make : HOLDEN
Model : Caprice WM
Engine No :
Year : 01/2017

V.I.N. : 6G1NP5EWIHL303838
Km : 49,566
Colour : White

Registration : 897XFV
Body : Sedan4Door
Schedule :
Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate	
L/H SILL PANEL MOULD/SKIRT			26.00
TURRET CANT RAIL MOULD - L/H			13.00
L/H REAR QUARTER GLASS			39.00
REAR SEAT CUSHION & SQUAB			39.00
L/H 1/4 PANEL PILLAR TRIMS UPPER			26.00
L/H 1/4 PANEL PILLAR TRIMS LOWER			26.00
L/H FRT DOOR			26.00
L/H FRT DOOR FITTINGS			39.00
REAR BUMP BAR & D/A			39.00
REAR BUMP BAR PROXIMITY SENSORS			26.00
REAR BUMP BAR WIRING HARNESS			13.00
L/H TAIL LAMP & D/A			7.80
L/H REAR ROAD WHEEL & JACK UP			10.40
			\$330.20

Repair Items

L/H FRT DOOR			52.00
L/H REAR QUARTER PANEL			208.00
			\$260.00

Paint Items

BOOTH ALLOWANCE			18.00
MIX & MATCH			36.00
L/H SILL PANEL MOULD/SKIRT			90.00
TURRET CANT RAIL - L/H			60.00
L/H FRT DOOR			150.00
REAR BUMP BAR COVER			180.00
L/H REAR QUARTER PANEL			150.00
			\$684.00

Parts Required

Part No.	Qty	Price	Markup	
L/H REAR DOOR SHELL	1	1,074.62		1,074.62
L/H REAR DOOR MOULD	1	146.61		146.61
L/H REAR TYRE	1	475.00		475.00
		1,696.23	0.00	
				TOTAL PARTS = \$1,696.23

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00		
MAG WHEEL REPAIR		385.00		
RUST PROOFING		10.00		
SUPPLY & APPLY SEALER		30.00		
				TOTAL OTHERS = \$431.00

Signed : _____	SUB-TOTAL	\$3,401.43
	GST	\$340.14
	GRAND TOTAL	\$3,741.57

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We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.
City Auto Repair Service guarantee your repairs for three years.

[Redacted]
From: [Redacted] <[Redacted]@ministerial.qld.gov.au>
Sent: Tuesday, 24 April 2018 2:13 PM
To: [Redacted]
Subject: FW: | CN: K004196131 | Pol: [Redacted] | Ins: MINISTERIAL SERVICES | DoL: 10/04/2018 CAS: 44474 REGO: 655WQM
Attachments: New Claim Advice (2).pdf

FYI.

From: Claims Vero [mailto:claims@vero.com.au]
Sent: Tuesday, 24 April 2018 1:00 PM
To: [Redacted] <[Redacted]@ministerial.qld.gov.au>
Subject: | CN: K004196131 | Pol: [Redacted] | Ins: MINISTERIAL SERVICES | DoL: 10/04/2018 CAS: 44474 REGO: 655WQM

Good morning

Please accept this email as confirmation that your claim has been received and lodged. Please refer to the document attached for the next steps to your claim.

Your claim manager is [Redacted] 07 3135 4615

Please let me know if there is anything else I can do for you.

[Redacted] on behalf of Georgia Harty
Claims Officer
Commercial Motor Claims, Specialist Claims

Telephone : 07 3135 4615
Fleet: 1300 888 073
Facsimile: 1300 066 950
Claim Enquiry: claims@vero.com.au (Please note claim number in the subject line)
Lodgements: lodgeclaim@vero.com.au
<http://www.vero.com.au/vero/claims/fleet-motor-vehicle-claims>
IPC: 2CI298 GPO Box 346 Sydney NSW 2001

[Brokers Save Time – Click Here for Claims Online](#)



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AAI Limited ABN 48 005 297 807
trading as Vero Insurance

GPO Box 346 (IPC: 2CI288)
SYDNEY NSW 2001

Telephone: 1300 888 073
Facsimile: 1300 066 950
Email: claims@vero.com.au

INCIDENT DETAILS

CLAIM NUMBER: K004196131

YOUR REFERENCE: 44474

DATE OF LOSS: 10 April 2018

TIME OF LOSS: 7:00 AM

INCIDENT DESCRIPTION:

WINDSCREEN

INCIDENT LOCATION: LOGAN central QLD

VEHICLE DETAILS

REGISTRATION: 655WQM

VEHICLE TYPE: Holden Caprice

VEHICLE DAMAGE: Yes

DAMAGE ESTIMATE: \$1,230.00

VEHICLE TOWED: No

ALLOCATED REPAIRER: O'Brien Glass

DRIVER DETAILS

NAME:

PHONE NUMBER:

OTHER

EXCESS: \$750.00

EMERGENCY SERVICE
ATTENDANCE: No

NEXT ACTION

Please provide payment of your excess at your earliest convenience, also invoice from Obrien Glass once repairs are completed made out to AAI LTD (VERO)

CLAIMS OFFICER

Name:

Direct Phone:

07 3135 4615

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Privacy Statement

Privacy is Important...

...especially when you consider the number of ways we communicate and interact these days. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with.

And because it's guided by privacy laws, you can be sure it takes your rights seriously.

Above all, this statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your personal information.

AAI Limited trading as Vero Insurance is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products, services and systems, including the management and administration of underwriting and claims;
- assess and investigate any claims you make under one or more of our products;
- manage, train and develop our employees and representatives;
- manage complaints and disputes, and report to dispute resolution bodies; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will be (or may be) authorised or required to collect your personal information. These laws include the: Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001 as those laws are amended, and includes any associated regulations.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group and other trading divisions or departments within the same company (please see our Group Privacy Policy for a list of brands/companies);
- any of our Group joint ventures where authorised or required;
- customer, product, business or strategic research and development organisations;
- data warehouses, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- publicly available sources of information;
- clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- a third party that we've contracted to provide financial services, financial products or administrative services – for example:
 - information technology providers,
 - administration or business management services, consultancy firms, auditors and business management

consultants,

- marketing agencies and other marketing service providers,
- claims management service providers
- print/mail/digital service providers, and
- imaging and document management services;

- ?? a third party claimant or witnesses in a claim;
- ?? accounting or finance professionals and advisers;
- ?? any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- ?? in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- ?? government, statutory or regulatory bodies and enforcement bodies;
- ?? policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- ?? the Financial Ombudsman Service Australia or any other external dispute resolution body;
- ?? credit reporting agencies;
- ?? other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- ?? legal and any other professional advisers or consultants;
- ?? hospitals and medical, health or wellbeing professionals;
- ?? debt collection agencies; and
- ?? any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, eg your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons or organisations located overseas, for the same purposes as in 'Why do we collect personal information?'

The complete list of countries is contained in our Group Privacy Policy, which can be accessed at www.vero.com.au/privacy, or you can call us for a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in *Contact Us*.

Contact us

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- Visit www.vero.com.au/privacy;
- Speak to us directly by phoning one of our Sales & Service Consultants on: 1300 888 073 or by
- Email us at privacyaccessrequests@vero.com.au

[Redacted]

From: [Redacted]
Sent: Tuesday, 4 April 2017 11:02 AM
To: [Redacted]@ministerial.qld.gov.au
Subject: Accident report
Attachments: minor-accident-report-under-excess.pdf

Hi [Redacted],

There has been an audit here in MSB and it has come to my attention that I never got an incident report from you for that time the truck backed into your car and dented the front wheel arch.

Please complete the attached form and return to me.

You can just print it off, fill it out and scan back or put in the internal mail.

Thanks,



[Redacted]
Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet
P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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MINISTERIAL SERVICES

MINOR MOTOR VEHICLE REPAIRS UNDER \$750

VEHICLE DETAILS

Registration Number: 224 VHT Vehicle make, model: holder caprice

DRIVER DETAILS

Drivers Name: Office: Deputy Premier

Licence No: Class: Expiry Date:

Was driver authorised to drive vehicle at time of accident? Yes/No

DESCRIPTION OF THE INCIDENT

DATE: / / TIME: am/pm

LOCATION: Elizabeth St

Brief report:

Van truck backed into car, just touching front guard leading Bay Elizabeth St

OTHER PARTY DETAILS (if applicable)

Registration: _____

Driver's Name: _____

Address: _____

Insurance details: _____

Who was at fault and why? _____

Signature of Driver _____

Date: / /

** Please note at least one quote for repairs must be obtained **

DICK PORTER BODY WORKS

194 MONTAGUE ROAD

SOUTH BRISBANE QLD 4101
 PROP. M J HULL
 TEL. 07 38446066 FAX. 07 38449575
 ACN 010 529 674 ABN 70 010 529 674
 EMAIL: admin@dickporterbodyworks.com.au

Date: 23/11/2016 1:53:17 PM	Tax Invoice (ABN: 70 010 529 674)	Page: 1
-----------------------------	------------------------------------------	---------

Invoice Date :	23/11/2016			Invoice# :	43326
Claim# :				Estimate# :	50132
Invoice To	QLD GOV MINISTERIAL DEPT	Owner	QLD GOV MINISTERIAL DEPT		
	100 GEORGE ST BRISBANE 4000		100 GEORGE ST BRISBANE 4000		
			(P)	(B)	
Date In :	21/11/2016			Date Out :	23/11/2016
Make :	HOLDEN	Model :	STATESMAN 11/2014	Regn# :	224VHJ
		VIN :	6G1NP5E28FL104909	Odometer :	36202

Assessor:

ESTIMATE	50132 - 0	Labour as Authorised	340.00
	-	Parts	56.10

SUB TOTAL 396.10

Total	396.10
GST @ 10.00%	39.61

Sub total including GST 435.71

TOTAL PAYABLE INC. GST 435.71

ESTIMATE 50132

Labour as Authorised					340.00
Parts					
Part Description	Qty	Part#	M/Up%	M/Up\$	Price
NEW					
NEW L/H/F GUARD MOULD	1	92180503			56.10
				Subtotal	56.10
		Total Markup/Discount			
		Total Parts			56.10

ACCOUNT DETAILS BSB 034036 ACC# 311949 WE HAVE FACILITIES FOR VISA* MASTERCARD * EFTPOS QuotePlus 8.37.1212.1412 (c) DNS Technology Pty Ltd Licensee: DICK PORTER BODY WORKS

DICK PORTER BODY WORKS
194 MONTAGUE ROAD

Date: 23/11/2016 1:53:17 PM

Tax Invoice (ABN: 70 010 529 674)

Page: 2

Invoice Date : 23/11/2016

Claim# :

Date In : 21/11/2016

Invoice# : **43326**

Estimate# : 50132

Date Out : 23/11/2016

Subtotal	396.10
GST @ 10%	39.61
SUBTOTAL (inc GST)	435.71

GST @ 10.00%	39.61
---------------------	--------------

TOTAL PAYABLE INC. GST	435.71
-------------------------------	---------------

Released under RTI - DPG

[Redacted]

From: [Redacted]
Sent: Tuesday, 9 January 2018 3:12 PM
To: [Redacted]
Subject: RE: Camry repair

Perfect, thanks.



[Redacted]
Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet
P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: [Redacted] [mailto:[Redacted]@ministerial.qld.gov.au]
Sent: Tuesday, 9 January 2018 3:10 PM
To: [Redacted] <[Redacted]@ministerial.qld.gov.au>; [Redacted] <[Redacted]@premiers.qld.gov.au>
Cc: [Redacted] <[Redacted]@ministerial.qld.gov.au>
Subject: Re: Camry repair

Hi [Redacted],

Called Vero Insurance lodged the claim. Claim number is K003910156

I note that I finish up on Friday so have provided your contact details to finalise the claim.

[Redacted]

Record of Call to Vero Insurance

2.46pm Tuesday 9 January

[Redacted]

- Gave Date of Accident
- Gave time of Accident
- Gave Registration Number
- Gave Name and Phone Number
- Confirmed I was driver of vehicle at time of accident
- Gave Date of Birth
- Gave Driver's Licence Number and Expiry Date
- Police did not attend and filed a police report
- Gave statement as per the ministerial services incident report
- Confirmed it was reported to the police
- Confirmed that I do not have the police report number at hand
- Damage confirmed as minor scratches and impacted the bumper
- Asked if we had any other details on the other vehicle and confirmed that we could not obtain any more.
- Claim Number: K003910156
- Gave [Redacted] details to follow up.

From: [Redacted] [mailto:[Redacted]@premiers.qld.gov.au]
Sent: Monday, 8 January 2018 3:13 PM

To: [redacted] <[redacted]@ministerial.qld.gov.au>

Subject: Camry repair

Hi [redacted]

I need to get the damage to the back of the Camry fixed from the accident last year.

I believe [redacted] was driving at the time? Since the offender hasn't been found [redacted] will have to call Vero insurance and lodge a claim ph. 1300 888 073. Advise them it's a QFleet car, the rego and what happened.

I would like to get this done ASAP as it has dragged out for months now. I can give the guys a pool car to use while the Camry is being fixed.

Thanks,



**Queensland
Government**

[redacted]

Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet

P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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[Redacted]

From: [Redacted]
Sent: Thursday, 15 June 2017 1:09 PM
To: [Redacted]
Subject: Vehicle incident form
Attachments: accident-report.docx

Hi [Redacted]

Here is the form as requested.

Is the car downstairs? I will need to see it and take it for a repair quote.

Thanks,



[Redacted]
Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet
P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

Released under RTI - DPC



MINISTERIAL SERVICES

MOTOR VEHICLE INCIDENT REPORT

VEHICLE DETAILS

Registration Number: 233VFJ

Vehicle make, model: Silver Toyota Camery

DRIVER DETAILS

Drivers Name:

Office: Premier's Office

Licence No:

Class: C

Expiry Date: 17.06.19

Was driver authorised to drive vehicle at time of accident? Yes

DESCRIPTION OF THE INCIDENT

DATE: 15/06/17

TIME: 12.12pm

LOCATION: Corner of Stanley and Cavendish Roads, Coorparoo

Brief report:

Waiting to turn right from Stanley Street onto Cavendish Road in the far right lane. Vehicle was stationary. Dark Blue BMW X5 runs into the back of the car. I proceed through the intersection and pull into the kitchen store on the left. and I wait for BMW to pull over as they were stopped by a red light. Instead the vehicle continues down Cavendish Road without pulling over. The travelling party continues onto the event. Post event with the Premier, and proceeded to the Coorparoo Police Station to file a report.

OTHER PARTY DETAILS (if applicable)

None available as the driver did not stop

Who was at fault and why? Other driver. Rear ended when vehicle was stationary.

Signature of Driver

Date: 15/06/17

Pages 22 through 41 redacted for the following reasons:

Access Deferred

Released under RTI - DPC

[Redacted]

From: DICK PORTER BODY WORKS PTY LTD <admin@dickporterbodyworks.com.au>
Sent: Tuesday, 16 January 2018 12:06 PM
To: [Redacted]
Subject: Estimate Claim#= Regn=056XIN Owner=QLD GOV MINISTERIAL DEPT Est#=52626
Attachments: est-52626-0.pdf

THANKS [Redacted]

Released under RTI - DPC

DICK PORTER BODY WORKS

194 MONTAGUE ROAD

SOUTH BRISBANE QLD 4101

PROP. M J HULL

TEL. 07 38446066 FAX. 07 38449575

ACN 010 529 674 ABN 70 010 529 674

EMAIL: admin@dickporterbodyworks.com.au

Date: 16/01/2018 12:06:05 PM	Estimate	Page: 1
------------------------------	-----------------	---------

Estimate by: <input type="text"/>	Estimate Date: 16/01/2018	Estimate #: 52626-0	
Owner : QLD GOV MINISTERIAL DEPT	Invoice To : VERO Insurance Limited		
Address : 100 GEORGE ST BRISBANE 4000	A.B.N. : 48 005 297 807		
	Claim# : <input type="text"/>		
	Assessor : <input type="text"/>		
	Excess : <input type="text"/>		
Phone(P) : <input type="text"/>	C/Contrib : <input type="text"/>	Start Date : <input type="text"/>	
Fax : <input type="text"/>	Branch : <input type="text"/>	End Date : <input type="text"/>	
Vehicle : HOLDEN CAPRICE V SERIES	Body : SEDAN	Cyl : V8	Colour : WHITE
Trans : Auto	Odometer : 20651	Regn# : 056XIN	Mth/Yr : / 2017
VIN# : 6GINP5EW7HL317257	Code : <input type="text"/>	Trim : <input type="text"/>	Tread : <input type="text"/>

REMOVE + REFIT	Amount
2 FRONT GUARD LINERS.....	15.00
LOWER FRONT BAR SPLASH TRAY.....	12.50
BONNET LOCK PANEL SKIRT.....	10.00
FRONT B/BAR D & A.....	37.50
FRONT BAR SENSORS & WIRING.....	25.00
2 FRONT DRIVING LAMPS.....	15.00
	115.00

PAINT	Amount
FRONT B/BAR.....	175.00
MIX AND MATCH.....	20.00
BOOTH ALLOWANCE.....	25.00
	220.00

PARTS					
New Parts					
Item	Description	Sply	Part Number	Qty	Amount
	FRONT B/BAR COVER	NEW	92293846	1	730.53
	LOWER BAR SPLASH TRAY	NEW	92275187	1	72.47
	CLEAR PARK SENSORS	NEW		1	88.00
Total New Parts \$					891.00

THIS IS AN ESTIMATE ONLY BASED ON OUR VISUAL INSPECTION
 POSSIBLE FURTHER DAMAGE MAY BE EVIDENT AFTER DISMANTLING

QuotePlus 8.37.1212.1412 (c) DNS Technology Pty Ltd Licensee: DICK PORTER BODY WORKS

DICK PORTER BODY WORKS

194 MONTAGUE ROAD

Date: 16/01/2018 12:06:05 PM	Estimate	Page: 2
------------------------------	-----------------	---------

Estimate by:		Estimate Date: 16/01/2018	Estimate #: 52626-0
--------------	--	---------------------------	----------------------------

New Parts					
Item	Description	Sply	Part Number	Qty	Amount

	335.00
Total Labour	335.00
Total Parts / Other	891.00
Sub total	1,226.00

Estimate Total	1,226.00
Plus 10 % GST	122.60
Total Inc. GST	1,348.60

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[Redacted]

From: DICK PORTER BODY WORKS PTY LTD <admin@dickporterbodyworks.com.au>
Sent: Thursday, 26 October 2017 9:45 AM
To: [Redacted]
Subject: Estimate Claim#= Regn=657XGV Owner=QLD GOV MINISTERIAL DEPT Est#=52198
Attachments: est-52198-0.pdf; {EF5EDA76-A4E6-4F4C-AB61-E0BCCF5BC370}.jpg; {A312FEBC-D143-4BCA-9CE8-89F6F2890475}.jpg; {4F04A8BE-6DCD-411C-A354-7D93EA27750D}.jpg; {DC168881-18D5-47A4-B642-AE6982D7E92E}.jpg; {B38B5F5E-55E2-46A7-9CC6-EECA4F8619F8}.jpg; {F172EAFD-B3D2-467A-B7B8-9A5D51211969}.jpg; {53F313E5-D1B2-4A44-982D-ECD3160456F9}.jpg; {57975768-AD92-4240-B5F1-26338294E38D}.jpg; {268C86B0-3E0F-46BF-A74A-1E08CF879191}.jpg; {333C6CB3-1709-4A16-B5D2-2425288B948E}.jpg; {45B323F3-7A3D-4063-8CC9-A529EC0CD953}.jpg; {FE338A93-8F7A-4D56-A857-82B51C13F4DF}.jpg; {697F6C7A-D2F9-498A-949F-E581058ADB80}.jpg; {D808CA17-06DE-4E38-A4BE-A3617281713E}.jpg; {0838544E-FC46-4494-974E-DBA5F98238E9}.jpg; {946D645F-2F77-4DE4-9DE7-57E419624BA7}.jpg; {9085A699-06F3-43D0-8D2B-1C504A4AEF5A}.jpg

THANKS [Redacted]

Released under RMA

DICK PORTER BODY WORKS

194 MONTAGUE ROAD

SOUTH BRISBANE QLD 4101

PROP. M J HULL

TEL. 07 38446066 FAX. 07 38449575

ACN 010 529 674 ABN 70 010 529 674

EMAIL: admin@dickporterbodyworks.com.au

Date: 26/10/2017 9:44:36 AM	Estimate	Page: 1
-----------------------------	-----------------	---------

Estimate by:		Estimate Date:	26/10/2017	Estimate #:	52198-0
Owner :	QLD GOV MINISTERIAL DEPT	Invoice To :	Private Work	A.B.N. :	
Address :	100 GEORGE ST BRISBANE	4000	Claim# :	Assessor :	
Phone(P) :	(B) []	C/Contrib :		Excess :	
Fax :	(M) []	Branch :		Start Date :	
Vehicle :	HOLDEN CAPRICE V SERIES				
Body :	SEDAN	Cyl :	V8	Colour :	WHITE
Trans :	Auto	Odometer :	7366	Code :	
Regn# :	657XGV	Mth/Yr :	02 / 2017	VIN# :	6GINP5EWZHL307770
				Trim :	
				Tread :	

REMOVE + REFIT

	Amount
2 FRONT GUARD LINERS.....	15.00
LOWER SPLASH TRAY.....	7.50
FRONT B/BAR D & A.....	37.50
R/H DRIVING LAMP & WIRING.....	7.50
L/H DRIVING LAMP & WIRING.....	7.50
FRONT PARK SENSORS.....	25.00
R/H HEADLAMP ASSY.....	10.00
R/H/F GUARD D & A.....	50.00
	160.00

PAINT

	Amount
FRONT B/BAR.....	175.00
R/H/F GUARD.....	150.00
MIX AND MATCH.....	25.00
BOOTH ALLOWANCE.....	25.00
	375.00

PARTS

New Parts

Item	Description	Sply	Part Number	Qty	M/Up	List
	R/H/F GUARD	NEW		1		446.33
	FRONT B/BAR END R/H RETAINER	NEW		1		35.54
						481.87
						481.87
Total New Parts \$						481.87

THIS IS AN ESTIMATE ONLY BASED ON OUR VISUAL INSPECTION
 POSSIBLE FURTHER DAMAGE MAY BE EVIDENT AFTER DISMANTLING

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DICK PORTER BODY WORKS

194 MONTAGUE ROAD

Date: 26/10/2017 9:44:36 AM	Estimate	Page: 2
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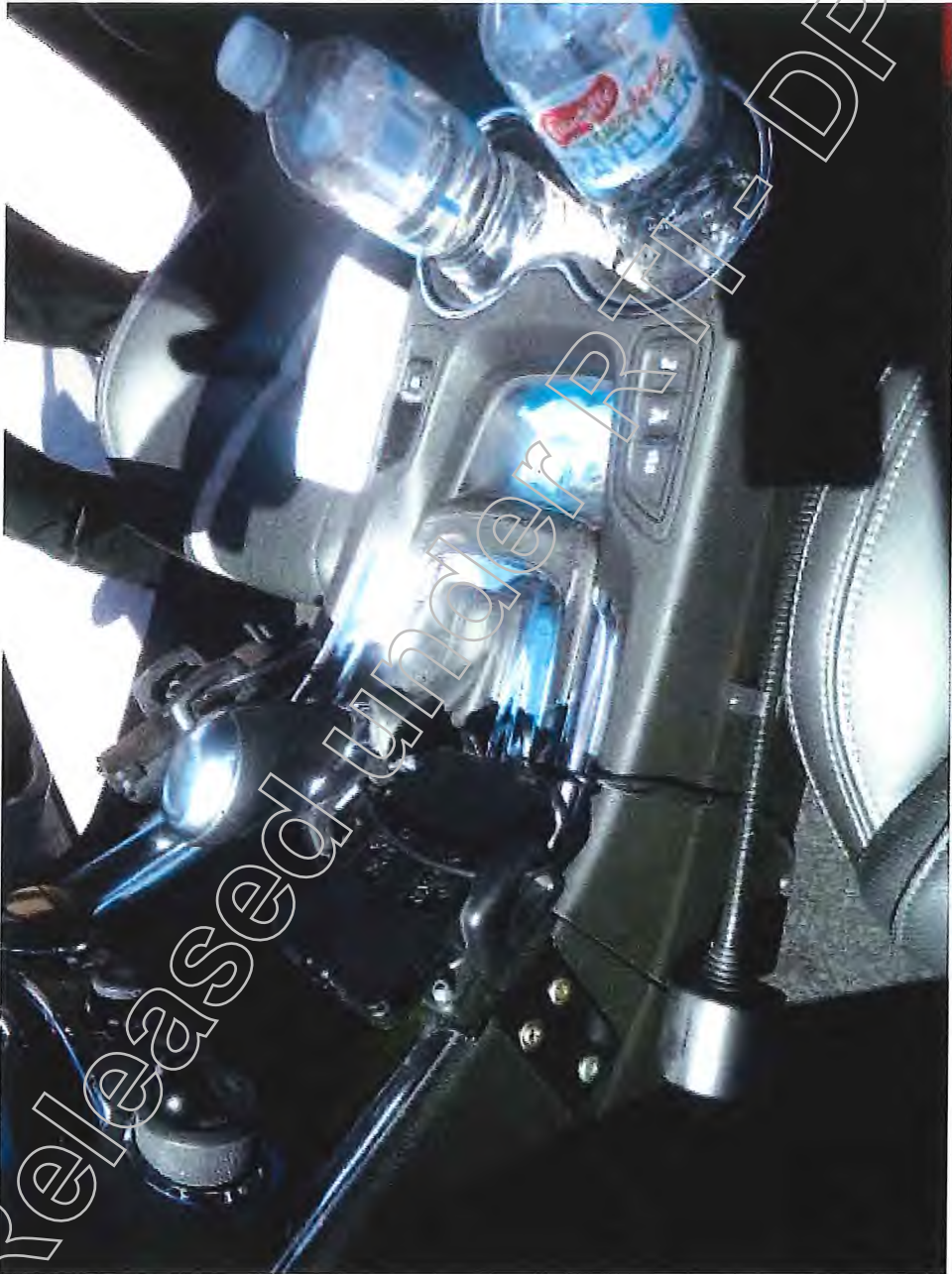
Estimate by: <input style="width: 50px;" type="text"/>	Estimate Date: 26/10/2017	Estimate #: 52198-0
--------------------------------------------------------	---------------------------	----------------------------

New Parts	Item	Description	Qty	M/Up	List
					Total Labour 535.00
					Total Parts / Other 481.87
					Sub total 1,016.87
					Estimate Total 1,016.87
					Plus 10 % GST 101.69
					Total Inc. GST 1,118.56

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[REDACTED]

From: [REDACTED]
Sent: Thursday, 26 October 2017 10:40 AM
To: admin@dickporterbodyworks.com.au
Subject: RE: Estimate Claim#=- Regn=657XGV Owner=QLD GOV MINISTERIAL DEPT Est#=-52198

Hi [REDACTED],

Please go ahead with the repair on 657XGV.

Our insurance is Vero so you should have contact from them soon, once [REDACTED] makes the claim.

Should be not at fault, but pending advice from the insurance.

Regards,

[REDACTED]
Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet

P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000 PO Box 15185, City East, QLD 4002

-----Original Message-----

From: DICK PORTER BODY WORKS PTY LTD [mailto:admin@dickporterbodyworks.com.au]
Sent: Thursday, 26 October 2017 9:45 AM
To: [REDACTED] <[REDACTED]@premiers.qld.gov.au>
Subject: Estimate Claim#=- Regn=657XGV Owner=QLD GOV MINISTERIAL DEPT Est#=-52198

THANKS [REDACTED]

[Redacted]

From: DICK PORTER BODY WORKS PTY LTD <admin@dickporterbodyworks.com.au>
Sent: Friday, 4 August 2017 9:56 AM
To: [Redacted]
Subject: Tax Invoice Est#: 50508; Inv#: 44793
Attachments: Tax_Invoice_(ABN_70_010_529_674).pdf

Released under RTI - DPC

DICK PORTER BODY WORKS

194 MONTAGUE ROAD

SOUTH BRISBANE QLD 4101
 PROP. M J HULL
 TEL. 07 38446066 FAX. 07 38449575
 ACN 010 529 674 ABN 70 010 529 674
 EMAIL: admin@dickporterbodyworks.com.au

Date: 04/08/2017 9:55:18 AM	Tax Invoice (ABN: 70 010 529 674)	Page: 1
-----------------------------	------------------------------------------	---------

Invoice Date :	04/08/2017				Invoice# : 44793
Claim# :					Estimate# : 50508
Invoice To	MINISTER FOR MAIN ROADS		Owner	MINISTER FOR MAIN ROADS	
			(P)	(B)	37197300
Date In :	31/07/2017			Date Out :	03/08/2017
Make :	CHRYSLER	Model :	CHRYSLER	04/2016	Regn# : 493WJD
		VIN :	2CACCAVG2GH271281		Odometer : 11529

Assessor:

ESTIMATE	50508 - 0	Labour as Authorised	337.80
		SUB TOTAL	337.80

Total	337.80
GST @ 10.00%	33.78
Sub total including GST	371.58
TOTAL PAYABLE INC. GST	371.58

ESTIMATE 50508

Labour as Authorised	337.80
Subtotal	337.80
GST @ 10%	33.78
SUBTOTAL (inc GST)	371.58
GST @ 10.00%	33.78
TOTAL PAYABLE INC. GST	371.58

ACCOUNT DETAILS BSB 034036 ACC# 311949
WE HAVE FACILITIES FOR VISA* MASTERCARD * EFTPOS
QuotePlus 8.37.1212.1412 (c) DNS Technology Pty Ltd Licensee: DICK PORTER BODY WORKS

**DICK PORTER BODY WORKS
194 MONTAGUE ROAD**

Date: 04/08/2017 9:55:18 AM

Tax Invoice (ABN: 70 010 529 674)

Page: 2

Invoice Date : 04/08/2017

Invoice# : **44793**

Claim# :

Estimate# : 50508

Date In : 31/07/2017

Date Out : 03/08/2017

Released under RTI - DPG

[Redacted]

From: [Redacted]
Sent: Tuesday, 7 March 2017 2:36 PM
To: [Redacted]@ministerial.qld.gov.au
Subject: Quote 796wcq.pdf
Attachments: 01459.pdf; 33224_0001.jpg; 33224_0002.jpg; 33224_0003.jpg; 33224_0004.jpg; 33224_0005.jpg

Hi [Redacted],

I never got a quote from Dick Porter, but the quote from City Auto is reasonable, so you can just take it there if you want and they can fix the bonnet at the same time.

Regards,

[Redacted]
Senior Ministerial Support Officer
Ministerial Services
Department of the Premier and Cabinet

P 07 3003 9077
1 William Street, Level 28, Brisbane QLD 4000 PO Box 15185, City East, QLD 4002

-----Original Message-----

From: City Auto Repairs [mailto:sbbw@bigpond.com.au]
Sent: Friday, 3 March 2017 7:20 AM
To: [Redacted] <[Redacted]@premiers.qld.gov.au>
Subject: Emailing: 796wcq.pdf

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE NO. 33224

ESTIMATE

DATE: 2/03/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/> Ph : 3003 9077	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : <input type="text"/> Fax : 3221 0794 Claim No. : <input type="text"/>	Quoted By : <input type="text"/> Date In : <input type="text"/> Date to Complete : <input type="text"/> Policy : <input type="text"/>
Make : HOLDEN Model : CAPRICE WN Engine No : <input type="text"/> Year : 11/2015 Km : 65,717	V.I.N. : 6G1NP5EW6GL207010 Colour : White	Registration : 796WCQ Body : Sedan4Door Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate
FRT BUMP BAR & D/A		39.00
FRT BUMP BAR INSERT GRILLE		7.80
FRT BUMP BAR LOWER SPLASH SHIELD		10.40
FRT BUMP BAR PROXIMITY SENSORS		26.00
L/H FOG / DRIVING LAMP		10.40
R/H FOG / DRIVING LAMP		10.40
		\$104.00

Repair Items

FRT BUMP BAR COVER		182.00
		\$182.00

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
FRT BUMP BAR COVER		180.00
		\$234.00

Parts Required

	Part No.	Qty	Price	Markup	
R/H BAR INNER SENSOR	Report		0.00	0.00	
					TOTAL PARTS = \$0.00

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00
		TOTAL OTHERS = \$6.00

SUB-TOTAL \$526.00

GST \$52.60

GRAND TOTAL \$578.60

Signed: _____

Released under RTI-DP

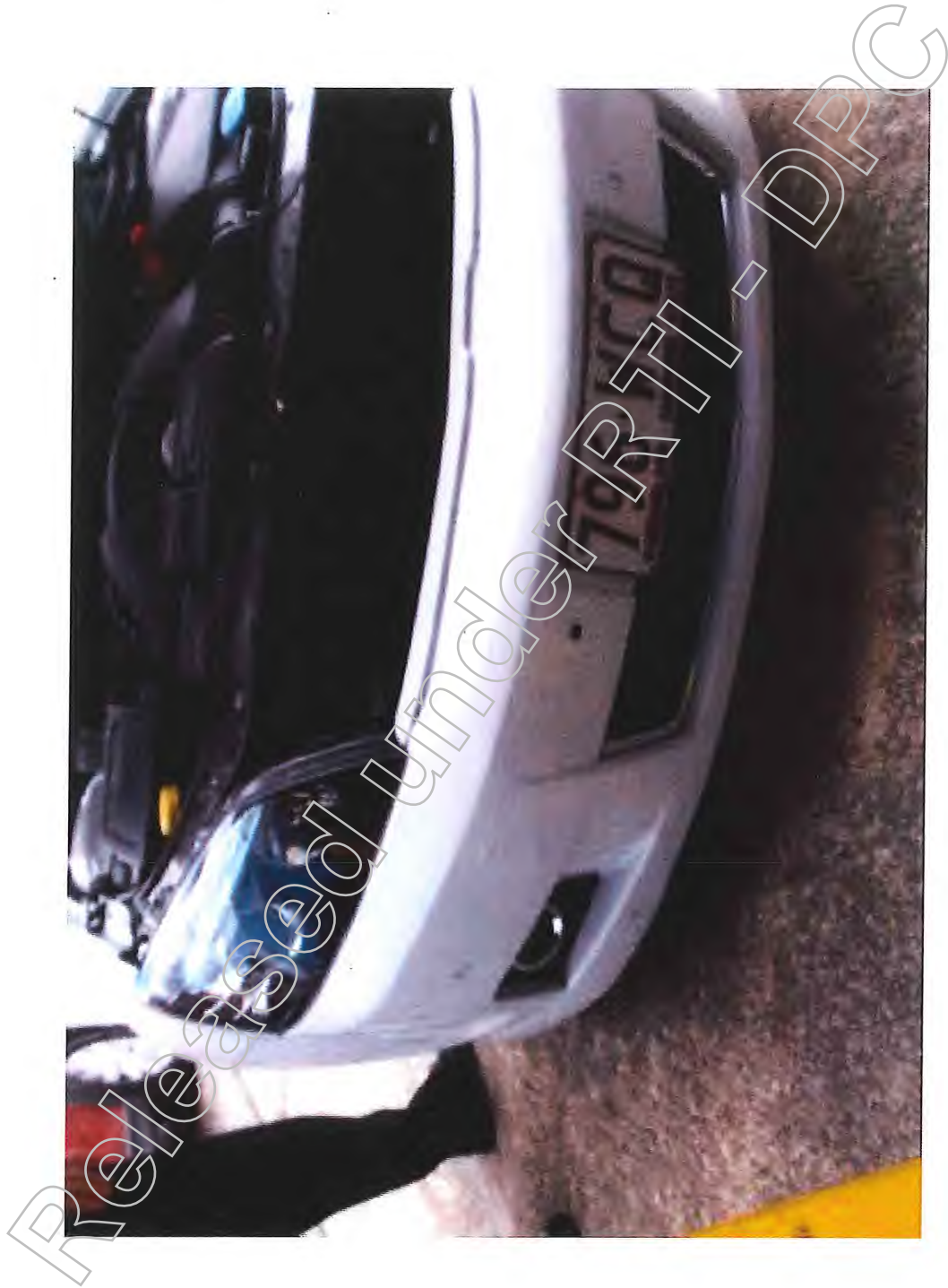
We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.











[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Tuesday, 29 May 2018 2:57 PM
To: [Redacted]
Subject: Emailing: 897XFV.pdf
Attachments: 01056.pdf

=====
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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

ESTIMATE NO. 35733

ESTIMATE

DATE : 29/05/2018

Owner : Ministerial Services Branch
Address : Po Box 15185 City East
BRISBANE QLD 4002

Insurer : Vero Insurance Limited
Address : Motor Cost Control G.P.O. Box 978
BRISBANE QLD 4001

Quoted By :
Date In :
Date to Complete :
Policy :

Atten :
Mobile : Ph : 3003 9077

Atten :
Fax : 3221 0794 Claim No. :

Make : HOLDEN
Model : Caprice WM
Engine No :
Year : 01/2017 Km : 49,566

V.I.N. : 6GINP5EW1HL303838
Colour : White

Registration : 897XFV
Body : Sedan4Door
Schedule :
Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate	
L/H SILL PANEL MOULD/SKIRT			26.00
TURRET CANT RAIL MOULD - L/H			13.00
L/H REAR QUARTER GLASS			39.00
REAR SEAT CUSHION & SQUAB			39.00
L/H 1/4 PANEL PILLAR TRIMS UPPER			26.00
L/H 1/4 PANEL PILLAR TRIMS LOWER			26.00
L/H FRT DOOR			26.00
L/H FRT DOOR FITTINGS			39.00
REAR BUMP BAR & D/A			39.00
REAR BUMP BAR PROXIMITY SENSORS			26.00
REAR BUMP BAR WIRING HARNESS			13.00
L/H TAIL LAMP & D/A			7.80
L/H REAR ROAD WHEEL & JACK UP			10.40
			\$330.20

Repair Items

L/H FRT DOOR			52.00
L/H REAR QUARTER PANEL			208.00
			\$260.00

Paint Items

BOOTH ALLOWANCE			18.00
MIX & MATCH			36.00
L/H SILL PANEL MOULD/SKIRT			90.00
TURRET CANT RAIL - L/H			60.00
L/H FRT DOOR			150.00
REAR BUMP BAR COVER			180.00
L/H REAR QUARTER PANEL			150.00
			\$684.00

Parts Required

	Part No.	Qty	TOTAL LABOUR =		
			Price	Markup	
L/H REAR DOOR SHELL	92270250	1	1,074.62		1,074.62
L/H REAR DOOR MOULD	92182445	1	146.61		146.61
L/H REAR TYRE	After-Market	1	475.00		475.00
			1,696.23	0.00	
			TOTAL PARTS =		\$1,696.23

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940			6.00		
MAG WHEEL REPAIR			385.00		
RUST PROOFING			10.00		
SUPPLY & APPLY SEALER			30.00		
			TOTAL OTHERS =		\$431.00

Signed : _____	SUB-TOTAL	\$3,401.43
	GST	\$340.14
	GRAND TOTAL	\$3,741.57

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We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.
City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Friday, 13 October 2017 9:54 AM
To: [Redacted]
Subject: 898XFV Holden Caprice Repairs Invoice
Attachments: 00213.pdf

=====
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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

INVOICE NO. 22094/1

TAX INVOICE

DATE: 13/10/2017

TO : Ministerial Services Branch	QUOTE NO : 33890
Po Box 15185 City East	REGO NO. : 898XFV
BRISBANE QLD 4002	VIN NO : 6G1NP5EW4HL313778
Atten :	MAKE : HOLDEN
ABN:	MODEL : CAPRICE
	KMS : 14,365
	YEAR : 04/2017
	INSURER : Vero Insurance Limited
	CLAIM NO :

Remove & Replace Labour	\$171.60
Repair Labour	\$104.00
Paint Labour	\$354.00
Sub-Let & Miscellaneous Items	
ENVIROMENT LEVY A003330940	6.00
TOTAL OTHERS	\$6.00

SUB TOTAL \$635.60

Sub Total excl. GST \$635.60
GST(10%) \$63.56

Total Payable incl. GST \$699.16

Thank you very much for your support. We look forward to serving you again.
Bank Details BSB 034037 ACCOUNT 159272
City Auto Repair Service guarantee your repairs for three years.

[Redacted]
From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Wednesday, 5 July 2017 2:09 PM
To: [Redacted]
Subject: Emailing: 898XFV.pdf
Attachments: 02384.pdf; 33890_0001.jpg; 33890_0002.jpg; 33890_0003.jpg; 33890_0004.jpg; 33890_0005.jpg; 33890_0006.jpg; 33890_0007.jpg

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE NO. 33890

ESTIMATE

DATE : 5/07/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/> Ph : 3003 9077	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : Fax : 3221 0794 Claim No. :	Quoted By : <input type="text"/> Date In : Date to Complete : Policy :
Make : HOLDEN Model : CAPRICE Engine No. : Year : 04/2017 Km : 4,418	V.I.N. : 6GINP5EW4HL313778 Colour : Black	Registration : 898XFV Body : Sedan4Door Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate
TURRET CANT RAIL MOULD - L/H		13.00
L/H 1/4 PANEL PILLAR TRIMS UPPER		26.00
L/H 1/4 PANEL PILLAR TRIMS LOWER		26.00
L/H REAR QUARTER GLASS		39.00
L/H REAR DOOR FITTINGS		39.00
REAR BUMP BAR RELEASE		20.80
L/H TAIL LAMP & D/A		7.80
		\$171.60

Repair Items

L/H REAR QUARTER PANEL		104.00
		\$104.00

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
TURRET CANT RAIL - L/H		60.00
L/H REAR DOOR blend		90.00
L/H REAR QUARTER PANEL		150.00
		\$354.00

TOTAL LABOUR = \$629.60

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		
	6.00	
		TOTAL OTHERS = \$6.00

SUB-TOTAL \$635.60

GST \$63.56

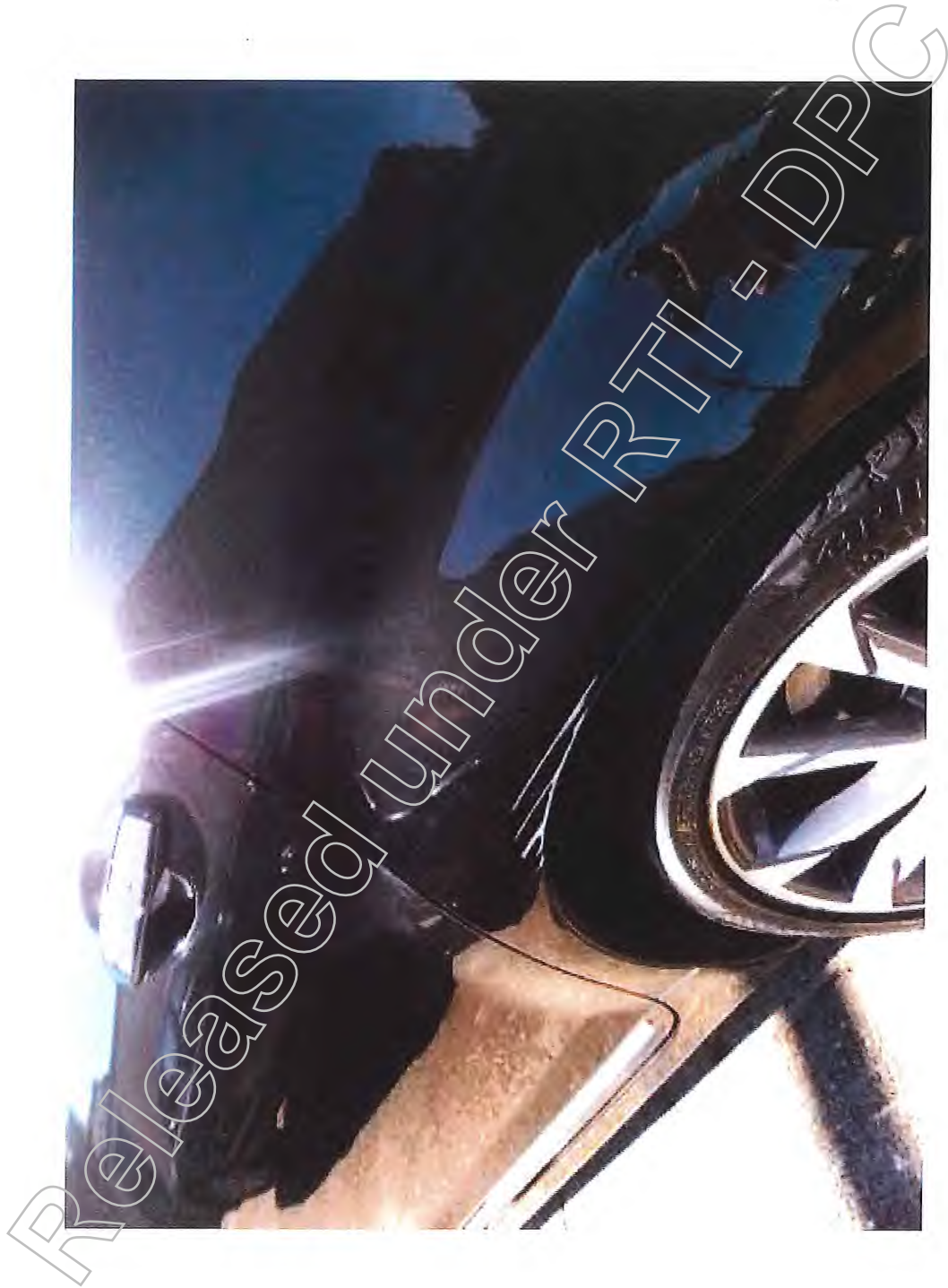
GRAND TOTAL \$699.16

Signed: _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.















Pages 90 through 93 redacted for the following reasons:

Access Deferred

Released under RTI - DPC

[Redacted]

From: [Redacted] <sbbw@bigpond.com.au>
Sent: Thursday, 26 July 2018 3:23 PM
To: [Redacted]
Subject: Emailing: 655WQM.pdf
Attachments: 01522.pdf

=====
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Released under RTI/OPIC

City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE
ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE NO. 36031

ESTIMATE

DATE: 26/07/2018

Owner: Ministerial Services Branch Address: Po Box 15185 City East BRISBANE QLD 4002 Atten: Mobile: <input type="text"/> Ph: 3003 9077	Insurer: Vero Insurance Limited Address: Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten: Fax: 3221 0794 Claim No.: K004419356	Quoted By: <input type="text"/> Date In: 26/07/2018 Date to Complete: Policy:
Make: HOLDEN Model: CAPRICE Engine No.: Year: 10/2016	V.I.N.: 6GINF5EW5GL254688 Km: 74,879 Colour: Silver	Registration: 655WQM Body: Sedan4Door Schedule: Transmission: Automatic

Remove & Replace Items

	Hours	Hourly Rate
R/H SILL PANEL MOULD/SKIRT		26.00
TURRET CANT RAIL MOULD - R/H		13.00
REAR SEAT CUSHION & SQUAB		39.00
R/H 1/4 PANEL PILLAR TRIM UPPER		26.00
R/H FRT DOOR FITTINGS		39.00
R/H/R DOOR & D/A & RESKIN ELECTRIC		208.00
REAR BUMP BAR COVER		39.00
R/H TAIL LAMP & D/A		7.80
R/H REAR ROAD WHEEL & D/A		7.80
		\$405.60

Repair Items

R/H SILL PANEL MOULD/SKIRT		26.00
R/H REAR QUARTER PANEL		156.00
		\$182.00

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
R/H SILL PANEL MOULD/SKIRT		90.00
TURRET CANT RAIL - R/H		60.00
R/H FRT DOOR blend		90.00
R/H REAR DOOR IN & OUT		210.00
R/H REAR QUARTER PANEL		150.00
R/H REAR WHEEL POLISH		50.00
		\$704.00

Parts Required

	Part No.	Qty	Price	Markup	
R/H FRT DOOR MOULD	92180506	1	170.15		170.15
R/H REAR DOOR SKIN	92260128	1	498.42		498.42
R/H REAR DOOR MOULD	92182446	1	169.28		169.28
			837.85	0.00	
			TOTAL PARTS =		\$837.85

Sub-Let & Miscellaneous Items

RUST PROOFING		10.00			
SUPPLY & APPLY SEALER		30.00			
WELD THROUGH PRIMER		5.00			
ENVIROMENT LEVY A003330940		6.00			
R&R RHR 1/4 GLASS		110.00			
		TOTAL OTHERS =			\$161.00

Signed : _____	SUB-TOTAL	\$2,290.45
	GST	\$229.05
	GRAND TOTAL	\$2,519.50

Released under RTI - DPC

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.
City Auto Repair Service guarantee your repairs for three years.

Pages 97 through 113 redacted for the following reasons:

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Released under RTI - DPC

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Saturday, 17 February 2018 9:58 AM
To: [Redacted]
Subject: Emailing: 904XFV.pdf
Attachments: 00150.pdf

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Released under RTI/OPIC

City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

TAX INVOICE

INVOICE NO. 22522/1

DATE: 17/02/2018

INSURER : Vero Insurance Limited

ABN:

QUOTE NO : 35114

TO : Ministerial Services Branch
Po Box 15185 City East
BRISBANE QLD 4002

Date In : 12/02/2018

Date Out : 14/02/2018

Atten :

MAKE : HOLDEN

VIN NO : 6GINP5EW5HL309982

REGO NO. : 904XFV

MODEL : CAPRICE WN

KMS : 37,622

YEAR : 03/2017

CLAIM NO :

Remove & Replace Items

	Hours	Hourly Rate
FRT BUMP BAR INSERT GRILLE		7.80
FRT BUMP BAR & D/A		39.00
FRT BUMP BAR PROXIMITY SENSORS		26.00
L/H FOG / DRIVING LAMP		10.40
R/H FOG / DRIVING LAMP		10.40
		\$93.60

Repair Items

FRT BUMP BAR COVER		104.00
		\$104.00

Paint Items

FRT BUMP BAR COVER		180.00
BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
		\$234.00

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00
PDR BONNET		85.00
		\$91.00

TOTAL OTHERS \$91.00

SUB TOTAL \$522.60

Sub Total excl. GST \$522.60

GST(10%) \$52.26

Total Payable incl. GST \$574.86

Thank you very much for your support. We look forward to serving you again..

Bank Details BSB 034037 ACCOUNT 159272

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Thursday, 8 February 2018 1:26 PM
To: [Redacted]
Subject: Emailing: 904XFV.pdf
Attachments: 00047.pdf

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE

ESTIMATE NO. 35114

DATE : 8/02/2018

Owner : Ministerial Services Branch
Address : Po Box 15185 City East
BRISBANE QLD 4002

Insurer : Vero Insurance Limited
Address : Motor Cost Control G.P.O. Box 978
BRISBANE QLD 4001

Quoted By :
Date In :
Date to Complete :
Policy :

Atten :
Mobile : **Ph :** 3003 9077

Atten :
Fax : 3221 0794 **Claim No. :**

Make : HOLDEN
Model : CAPRICE WN
Engine No :
Year : 03/2017 **Km :** 37,117

V.I.N. : 6G1NP5EW5HL309982

Registration : 904XFV
Body : Sedan4Door
Schedule :
Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate	
FRT BUMP BAR & D/A			39.00
FRT BUMP BAR INSERT GRILLE			7.80
FRT BUMP BAR PROXIMITY SENSORS			26.00
L/H FOG / DRIVING LAMP			10.40
R/H FOG / DRIVING LAMP			10.40
			\$93.60

Repair Items

FRT BUMP BAR COVER			104.00
			\$104.00

Paint Items

BOOTH ALLOWANCE			18.00
MIX & MATCH			36.00
FRT BUMP BAR COVER			180.00
			\$234.00

TOTAL LABOUR = \$431.60

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00	
PDR BONNET		85.00	
			TOTAL OTHERS = \$91.00

SUB-TOTAL \$522.60

GST \$52.26

GRAND TOTAL \$574.86

Signed: _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Tuesday, 16 January 2018 1:37 PM
To: [Redacted]
Subject: Emailing: 056XIN.pdf
Attachments: 00970.pdf

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE
ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

ESTIMATE

ESTIMATE NO. 34982

DATE : 16/01/2018

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/> Ph : 3003 9077	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : Fax : 3221 0794 Claim No. :	Quoted By : <input type="text"/> Date In : Date to Complete : Policy :
Make : HOLDEN Model : CAPRICE WN Engine No : Year : 05/2017	V.I.N. : 6GINP5EW7HL317257 Km : 20,645 Colour : White	Registration : 056XIN Body : Sedan4Door Schedule : Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate
FRT BUMP BAR INSERT GRILLE		7.80
FRT BUMP BAR LOWER SPLASH SHIELD		10.40
FRT BUMP BAR PROXIMITY SENSORS		26.00
L/H FOG / DRIVING LAMP BEZEL		5.20
R/H FOG / DRIVING LAMP BEZEL		5.20
		\$54.60

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
FRT BUMP BAR COVER		180.00
		\$234.00

Parts Required

	Part No.	Qty	Price	Markup	
FRT BUMPER BAR	92293846	1	730.53		730.53
			730.53	0.00	\$730.53

TOTAL LABOUR = \$288.60

TOTAL PARTS = \$730.53

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00
		TOTAL OTHERS = \$6.00

SUB-TOTAL \$1,025.13

GST \$102.51

GRAND TOTAL \$1,127.64

Signed: _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Friday, 12 January 2018 8:56 AM
To: [Redacted]
Subject: 233VFJ Toyota Camry Repairs Invoice
Attachments: 00930.pdf

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 ABN 58 097 411 884

CAR CRAFT
 SELECTED REPAIRER
 M T A Q
 MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
 PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
 ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

TAX INVOICE

INVOICE NO. 22394/1

DATE: 12/01/2018

TO : Ministerial Services Branch Po Box 15185 City East BRISBANE QLD 4002 Atten : ABN:	QUOTE NO : 33793 REGO NO. : 233VFJ VIN NO : 6T1BD3FK90X140918 MAKE : TOYOTA MODEL : CAMRY AVV50R HYBRID KMS : 46,053 YEAR : 11/2014 INSURER : Vero Insurance Limited CLAIM NO :
------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Remove & Replace Labour \$85.80

Paint Labour \$234.00

Parts Supplied

REAR BUMPER BAR
 REAR BUMPER REINFORCEMENT

Part No.
 5215906964
 5202306130

Qty	Non-OEM	Price	Markup
1			337.39
1			60.86
	0.00	398.25	0.00
TOTAL PARTS			\$398.25

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940

6.00	
TOTAL OTHERS	\$6.00

SUB TOTAL \$724.05

Sub Total excl. GST \$724.05
 GST(10%) \$72.41

Total Payable incl. GST **\$796.46**

Thank you very much for your support. We look forward to serving you again.
 Bank Details BSB 034037 ACCOUNT 159272
 City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Tuesday, 21 November 2017 1:56 PM
To: [Redacted]
Subject: 350WJW Holden Caprice Repairs Invoice
Attachments: 00543.pdf

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ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

INVOICE NO. 22238/1

TAX INVOICE

DATE: 21/11/2017

TO : Ministerial Services Branch Po Box 15185 City East BRISBANE QLD 4002 Atten : <input style="width: 80px; height: 20px;" type="text"/> ABN:	QUOTE NO : 34663 REGO NO. : 350WJW VIN NO : 6G1NP5EWXGL227101 MAKE : HOLDEN MODEL : CAPRICE WN KMS : 60,818 YEAR : 04/2016 INSURER : Vero Insurance Limited CLAIM NO :
------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Remove & Replace Labour	\$65.00
Repair Labour	\$78.00
Paint Labour	\$294.00

Parts Supplied	Part No.	Qty	Non-OEM	Price	Markup
R/H SILL SKIRT RETAINERS	92138807	7		0.00	11.76
				11.76	0.00
				TOTAL PARTS	
					\$11.76
Sub-Let & Miscellaneous Items					
ENVIROMENT LEVY A003330940					6.00
				TOTAL OTHERS	
					\$6.00

SUB TOTAL \$454.76

Sub Total excl. GST \$454.76

GST(10%) \$45.48

Total Payable incl. GST \$500.24

Thank you very much for your support. We look forward to serving you again.
 Bank Details BSB 034037 ACCOUNT 159272
 City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Monday, 20 November 2017 8:55 AM
To: [Redacted]
Subject: 371WDK Holden Caprice Repairs Invoice
Attachments: 00527.pdf

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SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE
ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

INVOICE NO. 22231/1

TAX INVOICE

DATE: 20/11/2017

TO: Ministerial Services Branch Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> ABN:	QUOTE NO : 34367 REGO NO. : 371WDK VIN NO : 6G1NF5EW8GL209793 MAKE : HOLDEN MODEL : CAPRICE KMS : 58,156 YEAR : 11/2015 INSURER : Vero Insurance Limited CLAIM NO :
------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Remove & Replace Labour	\$132.60
Repair Labour	\$182.00
Paint Labour	\$414.00
Sub-Let & Miscellaneous Items	
ENVIROMENT LEVY A003330940	6.00
TOTAL OTHERS	\$6.00

SUB TOTAL \$734.60

Sub Total excl. GST \$734.60
GST(10%) \$73.46

Total Payable incl. GST \$808.06

Thank you very much for your support. We look forward to serving you again.
Bank Details BSB 034037 ACCOUNT 159272
City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Wednesday, 15 November 2017 12:05 PM
To: [Redacted]
Subject: Emailing:350WJW.pdf
Attachments: 00483.pdf

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE

ESTIMATE NO. 34663

DATE: 15/11/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/>	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : Ph : 3003 9077 Fax : 3221 0794 Claim No. :	Quoted By : <input type="text"/> Date In : 17/11/2017 Date to Complete : 21/11/2017 Policy :
Make : HOLDEN Model : CAPRICE WN Engine No : Year : 04/2016	V.I.N. : 6GINP5EWXGL227101 Km : 60,498 Colour : Black	Registration : 350WJW Body : Sedan4Door Schedule : Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate
R/H SILL PANEL MOULD/SKIRT		26.00
R/H FRT DOOR FITTINGS		39.00
		\$65.00

Repair Items

R/H SILL PANEL MOULD/SKIRT		78.00
		\$78.00

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
R/H SILL PANEL MOULD/SKIRT		90.00
R/H FRT DOOR		150.00
		\$294.00

TOTAL LABOUR = \$437.00

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00
		TOTAL OTHERS = \$6.00

SUB-TOTAL \$443.00

GST \$44.30

GRAND TOTAL \$487.30

Signed : _____

Released under RTI - DPC

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Tuesday, 26 September 2017 12:57 PM
To: [Redacted]
Subject: 004WRY Toyota Landcruiser Repairs Invoice
Attachments: 00042.pdf

=====

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST., WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

INVOICE NO. 22036/1

TAX INVOICE

DATE: 26/09/2017

TO : Ministerial Services Branch	QUOTE NO : 34346
Po Box 15185 City East	REGO NO. : 004WRY
BRISBANE QLD 4002	VIN NO : JTMHV01J804210673
Atten : <input type="text"/>	MAKE : TOYOTA
ABN:	MODEL : Landcruiser VDJ200 SAHA
	KMS : 23,804
	YEAR : 09/2016
	INSURER : Vero Insurance Limited
	CLAIM NO :

PDR LHF GUARD

165.00

SUB TOTAL \$165.00

Sub Total excl. GST \$165.00

GST(10%) \$16.50

Total Payable incl. GST \$181.50

Thank you very much for your support. We look forward to serving you again.
Bank Details BSB 034037 ACCOUNT 159272
City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repair Service <sbbw@bigpond.com.au>
Sent: Friday, 22 September 2017 6:05 AM
To: [Redacted]
Subject: Emailing: 371WDK.pdf
Attachments: 00005.pdf

=====
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Email generated by FlexiQuote for City Auto Repair Service

Released under RTI/OPC

City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE NO. 34367

ESTIMATE

DATE: 21/09/2017

Owner: Ministerial Services Branch Address: Po Box 15185 City East BRISBANE QLD 4002 Atten: <input type="text"/> Mobile: <input type="text"/> Ph: 3003 9077	Insurer: Vero Insurance Limited Address: Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten: Fax: 3221 0794 Claim No.:	Quoted By: <input type="text"/> Date In: Date to Complete: Policy:
Make: HOLDEN Model: CAPRICE Engine No.: Year: 11/2015 Km: 54,720	V.I.N.: 6G1NF5EW8GL209793 Colour: White	Registration: 371WDK Body: Sedan4Door Schedule: Transmission: Automatic

Remove & Replace Items

	Hours	Hourly Rate
TURRET CANT RAIL MOULD - R/H		13.00
R/H REAR QUARTER GLASS		39.00
R/H REAR DOOR FITTINGS		39.00
REAR BUMP BAR RELEASE		20.80
R/H TAIL LAMP & D/A		7.80
R/H/R 1/4 PANEL INNER BOOT TRIMS		13.00
		\$132.60

Repair Items

R/H REAR DOOR		26.00
R/H REAR QUARTER PANEL		156.00
		\$182.00

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
TURRET CANT RAIL - R/H		60.00
R/H REAR DOOR		150.00
R/H REAR QUARTER PANEL		150.00
		\$414.00

TOTAL LABOUR = \$728.60

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		6.00
		TOTAL OTHERS = \$6.00

SUB-TOTAL \$734.60

GST \$73.46

GRAND TOTAL \$808.06

Signed: _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Tuesday, 19 September 2017 1:23 PM
To: [Redacted]
Subject: Emailing: 004WRY.pdf
Attachments: 03082.pdf

=====
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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

ESTIMATE NO. 34346

ESTIMATE

DATE: 19/09/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/> Ph : 3003 9077	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : Fax : 3221 0794 Claim No. :	Quoted By : <input type="text"/> Date In : Date to Complete : Policy :
Make : TOYOTA Model : Landcruiser VDJ200 SAHA Engine No : Year : 09/2016 Km : 23,804 Colour : Black	V.I.N. : JTMHV01J804210673	Registration : 004WRY Body : Wagon Schedule : T474 Transmission : Automatic

PDR LHF GUARD

165.00

Signed : _____

SUB-TOTAL	\$165.00
GST	\$16.50
GRAND TOTAL	\$181.50

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Monday, 30 January 2017 1:03 PM
To: [Redacted]
Subject: Emailing: 097TUP.pdf
Attachments: 01223.pdf; 33055_0001.jpg; 33055_0002.jpg; 33055_0003.jpg; 33055_0004.jpg;
33055_0005.jpg; 33055_0006.jpg; 33055_0007.jpg; 33055_0008.jpg

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE

ESTIMATE NO. 33055

DATE : 30/01/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/>	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : Ph : 3003 9077	Quoted By : <input type="text"/> Date In : Date to Complete : Policy : Claim No. :
Make : HOLDEN Model : CAPRICE WN Year : 04/2014	V.I.N. : 6GINP5E27EL975881 Engine No : Colour : Silver	Registration : 097TUP Body : Sedan4Door Transmission : Automatic
Km : 57,604		

Remove & Replace Items

	Hours	Hourly Rate
FRT BUMP BAR COVER		36.00
FRT BUMP BAR LOWER SPLASH SHIELD		9.60
FRT BUMP BAR PROXIMITY SENSORS		13.00
L/H FOG / DRIVING LAMP		10.40
R/H FOG / DRIVING LAMP		10.40
L/H FRT GUARD LINER RELEASE		4.80
R/H FRT GUARD LINER RELEASE		4.80
REAR BUMP BAR COVER		36.00
REAR BUMP BAR PROXIMITY SENSORS		13.00
L/H REAR MUD FLAP		5.20
R/H REAR MUD FLAP		5.20
	—————	\$148.40

Repair Items

FRT BUMP BAR COVER		52.00
REAR BUMP BAR COVER		78.00
	—————	\$130.00

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
FRT BUMP BAR COVER		180.00
REAR BUMP BAR COVER		180.00
	—————	\$414.00

TOTAL LABOUR = \$692.40

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940		
	6.00	
	—————	\$6.00

SUB-TOTAL \$698.40

GST \$69.84

GRAND TOTAL \$768.24

Signed : _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.















Released under RTI - DPC

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Monday, 15 May 2017 10:07 AM
To: [Redacted]
Subject: 097TUP Holden Caprice Repairs Invoice
Attachments: 02003.pdf

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

INVOICE NO. 21609/1

TAX INVOICE

DATE 15/05/2017

TO : Ministerial Services Branch	QUOTE NO : 33055
Po Box 15185 City East	REGO NO. : 097TUP
BRISBANE QLD 4002	VIN NO : 6G1NP5E27EL975881
Atten : <input type="text"/>	MAKE : HOLDEN
ABN:	MODEL : CAPRICE WN
	KMS : 63,941
	YEAR : 04/2014
	INSURER : Vera Insurance Limited
	CLAIM NO :

Remove & Replace Labour	\$148.40
Repair Labour	\$130.00
Paint Labour	\$414.00
Sub-Let & Miscellaneous Items	
ENVIROMENT LEVY A003330940	
	6.00
TOTAL OTHERS	\$6.00

SUB TOTAL \$698.40

Sub Total excl. GST \$698.40
GST(10%) \$69.84

Total Payable incl. GST \$768.24

Thank you very much for your support. We look forward to serving you again.
Bank Details BSB 034037 ACCOUNT 159272
City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Monday, 19 June 2017 1:39 PM
To: [Redacted]
Subject: Emailing: 233VFJ.pdf
Attachments: 02217.pdf; 33793_0001.jpg; 33793_0002.jpg; 33793_0003.jpg; 33793_0004.jpg; 33793_0005.jpg; 33793_0006.jpg; 33793_0007.jpg

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE

ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE

ESTIMATE NO. 33793

DATE: 19/06/2017

Owner: Ministerial Services Branch
Address: Po Box 15185 City East
BRISBANE QLD 4002

Insurer: Vero Insurance Limited
Address: Motor Cost Control G.P.O. Box 978
BRISBANE QLD 4001

Quoted By:

Date In:

Date to Complete:

Policy:

Atten:

Atten:

Mobile: **Ph:** 3003 9077

Fax: 3221 0794 **Claim No.:**

Make: TOYOTA

V.I.N.: 6T1BD3FK90X140918

Registration: 233VFJ

Model: CAMRY AVV50R HYBRID

Body: Sedan4Door

Engine No.:

Year: 11/2014

Km: 35,090

Colour: Silver

Transmission: Automatic

Remove & Replace Items

	Hours	Hourly Rate
REAR BUMP BAR & D/A		39.00
REAR BUMP BAR REINFORCEMENT		7.80
REAR BUMP BAR PROXIMITY SENSORS		26.00
REAR BUMP BAR WIRING HARNESS		13.00
		\$85.80

Repair Items

BEAVER TAIL PANEL	Report	\$0.00
-------------------	--------	--------

Paint Items

BOOTH ALLOWANCE		18.00
MIX & MATCH		36.00
REAR BUMP BAR COVER		180.00
		\$234.00

Parts Required

	Part No.	Qty	Price	Markup	
REAR BUMPER BAR	5215906964	1	337.39		337.39
REAR BUMPER REINFORCEMENT	5202306130	1	60.86		60.86
			398.25	0.00	\$398.25
			TOTAL PARTS =		\$398.25

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940			6.00		
			TOTAL OTHERS =		\$6.00

SUB-TOTAL \$724.05

GST \$72.41

GRAND TOTAL \$796.46

Signed: _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.





TOYOTA MOTOR CORPORATION AUSTRALIA LIMITED



CORRESPONDENCE MUST BEAR THESE NUMBERS

MODEL AVY50R-DE(DB0)
V.I.N. 6T1BD3FK90X140818
ENGINE 2AR-FXE
TRANS. P314
AXLE -03A
SEATS 14
FD

BUILT DATE NOV 14



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[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Friday, 3 March 2017 7:20 AM
To: [Redacted]
Subject: Emailing: 796wccq.pdf
Attachments: 01459.pdf; 33224_0001.jpg; 33224_0002.jpg; 33224_0003.jpg; 33224_0004.jpg; 33224_0005.jpg

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ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
MTAQ
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL: sbbw@bigpond.com

ESTIMATE NO. 33224

ESTIMATE

DATE: 2/03/2017

Owner : Ministerial Services Branch Address : Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> Mobile : <input type="text"/> Ph : 3003 9077	Insurer : Vero Insurance Limited Address : Motor Cost Control G.P.O. Box 978 BRISBANE QLD 4001 Atten : <input type="text"/> Fax : 3221 0794 Claim No. : <input type="text"/>	Quoted By : <input type="text"/> Date In : <input type="text"/> Date to Complete : <input type="text"/> Policy : <input type="text"/>
Make : HOLDEN Model : CAPRICE WN Engine No : <input type="text"/> Year : 11/2015 Km : 65,717	V.I.N. : 6G1NP5EW6GL207010 Colour : White	Registration : 796WCQ Body : Sedan4Door Transmission : Automatic

Remove & Replace Items

	Hours	Hourly Rate
FRT BUMP BAR & D/A	—	39.00
FRT BUMP BAR INSERT GRILLE	—	7.80
FRT BUMP BAR LOWER SPLASH SHIELD	—	10.40
FRT BUMP BAR PROXIMITY SENSORS	—	26.00
L/H FOG / DRIVING LAMP	—	10.40
R/H FOG / DRIVING LAMP	—	10.40
		\$104.00

Repair Items

FRT BUMP BAR COVER	—	182.00
		\$182.00

Paint Items

BOOTH ALLOWANCE	—	18.00
MIX & MATCH	—	36.00
FRT BUMP BAR COVER	—	180.00
		\$234.00

TOTAL LABOUR = \$520.00

Parts Required

	Part No.	Qty	Price	Markup
R/H BAR INNER SENSOR	Report	—	0.00	0.00
			0.00	0.00
			TOTAL PARTS = \$0.00	

Sub-Let & Miscellaneous Items

ENVIROMENT LEVY A003330940	—	6.00
		6.00
		TOTAL OTHERS = \$6.00

SUB-TOTAL \$526.00

GST \$52.60

GRAND TOTAL \$578.60

Signed: _____

We thank you for this opportunity to submit an estimate and all work is fully guaranteed. Unfortunately parts prices are beyond our control & subject to supplier invoice. Estimate is based on external inspection. Further internal damage could result in additional costs.

City Auto Repair Service guarantee your repairs for three years.











[Redacted]

From: City Auto Repairs <sbbw@bigpond.com.au>
Sent: Friday, 17 March 2017 12:39 PM
To: [Redacted]
Subject: 796WCQ Holden Caprice Repairs Invoice
Attachments: 01562.pdf

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City Auto Repair Service

SLIMNEEDLE PTY LTD T/A CITY AUTO REPAIR SERVICE
ABN 58 097 411 884

CAR CRAFT
SELECTED REPAIRER
M T A Q
MEMBER

104 DESHON ST, WOOLLOONGABBA QLD 4102
PH (07) 3891 9818 FAX (07) 3891 9819

EQUIPPED WITH AUTO ROBOT
ARDEN SPRAY BAKING OVEN

EMAIL:sbbw@bigpond.com

INVOICE NO. 21428/1

TAX INVOICE

DATE 17/03/2017

TO : Ministerial Services Branch Po Box 15185 City East BRISBANE QLD 4002 Atten : <input type="text"/> ABN:	QUOTE NO : 33224 REGO NO. : 796WCQ VIN NO : 6G1NP5EW6GL207010 MAKE : HOLDEN MODEL : CAPRICE WN KMS : 67,824 YEAR : 11/2015 INSURER : Vero Insurance Limited CLAIM NO :
-------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Remove & Replace Labour	\$104.00
Repair Labour	\$182.00
Paint Labour	\$234.00
Sub-Let & Miscellaneous Items ENVIROMENT LEVY A003330940	6.00
TOTAL OTHERS	\$6.00

SUB TOTAL \$526.00

Sub Total excl. GST \$526.00
GST(10%) \$52.60

Total Payable incl. GST \$578.60

Thank you very much for your support. We look forward to serving you again.
Bank Details BSB 034037 ACCOUNT 159272
City Auto Repair Service guarantee your repairs for three years.

[Redacted]

From: Claims Vero <claims@vero.com.au>
Sent: Tuesday, 25 July 2017 2:43 PM
To: [Redacted]; [Redacted]@jfta.com.au'
Subject: CN: K003415799 | Pol: [Redacted] | Ins: QFLEET | DoL: 03/07/2017 | ref # 218TTX

Reference #: 218TTX

Registration: 218TTX

Date of loss: 03/07/2017

Vehicle Details: Holden Caprice

Claim Number: K003415799

Hi,

To progress this claim to finalisation, we kindly ask you provide us with the following:

- Quote and images to book assessment

Please provide the requested information by the following options:

- Email to: claims@vero.com.au
- Mail it to: Vero Limited (2CI288) GPO Box 346, Sydney NSW 2001; or via
- Fax on 1300 066 950

Please ensure you note the above mentioned claim number on each of your documents so we can match them to your claim quickly and easily.

Please contact us on 1300 888 073, if you would like to discuss this matter further.

Yours sincerely,

[Redacted]
Vero Claims Team
Commercial Insurance Claims


Telephone : 1300 888 073
Facsimile: 1300 066 950
Email: claims@vero.com.au
IPC: 2CI288 GPO Box 346 Sydney NSW 2001

[Brokers Save Time – Click Here for Claims Online](#)

vero

Suncorp General Insurance Company of the Year for the third year in a row – AB+F Insurance Awards 2013

Capital S.M.A.R.T, a Suncorp Group Partner,
2013 Winner of the Australian Business Awards for Innovation

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[Redacted]

From: Claims Vero <claims@vero.com.au>
Sent: Wednesday, 17 January 2018 10:53 AM
To: [Redacted]@ministerial.qld.gov.au'
Cc: [Redacted]
Subject: New Claim Advice and Repairer Details | CN: K003932374 | Pol: [Redacted] | Ins: QFLEET | DoL: 22/12/2017 | Rego: 056XIN | CAS: 43991
Attachments: New Claim Advice.pdf

Good Morning [Redacted],

As per our earlier conversation, please find the repairer details below:

Repairer Details:

Capital SMART Banyo

Address: 56 Depot St, BANYO

Phone: (07) 3256 8282

Booking: Tuesday, 23.01.2018 – 12pm

You will be required to leave your vehicle there for repairs. Repairs generally take 1-3 working days to be completed. A taxi will be provided and paid for by Vero from the Smart Centre to your next destination and also back again on completion of the repairs.

If you need to change the booking date, please call us and quote your claim number as this will have to be done by Vero.

If you have any questions or queries please feel free to contact your claims specialist [Redacted] on the contact details below.

Kind Regards

[Redacted] (On behalf of [Redacted])

Claims Officer
Commercial Motor Fleet Claims
Specialist Claims

Telephone: (07) 3135 4615

Fleet: 1300 888 073

Facsimile: 1300 066 950

Claim Enquiry: claims@vero.com.au (Please note claim number in the subject line)

Lodgements: lodgeclaim@vero.com.au

<http://www.vero.com.au/vero/claims/fleet-motor-vehicle-claims>

IPC: 2Cl288 GPO Box 346 Sydney NSW 2001

Brokers Save Time – Click Here for Claims Online



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Unless otherwise stated, views expressed within this email are the author's own and do not represent those of Vero.

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AAI Limited ABN 48 005 297 807
trading as Vero Insurance

GPO Box 346 (IPC: 2CI288)
SYDNEY NSW 2001

Telephone: 1300 888 073
Facsimile: 1300 066 950
Email: claims@vero.com.au

INCIDENT DETAILS

CLAIM NUMBER: K003932374
YOUR REFERENCE: 056XIN
DATE OF LOSS: 22 December 2017
TIME OF LOSS: 3:30 PM
INCIDENT DESCRIPTION: Driver has clipped the kerb in the car space causing damage to the front bumper
INCIDENT LOCATION: BROWNS PLAINS QLD

VEHICLE DETAILS

REGISTRATION: 056XIN
VEHICLE TYPE: HOLDEN CAPRICE
VEHICLE DAMAGE: Yes
DAMAGE ESTIMATE: \$2750
VEHICLE TOWED: No
ALLOCATED REPAIRER: Capital SMART Banyo – 56 Depot Street, BANYO.

DRIVER DETAILS

NAME:
PHONE NUMBER:

OTHER

EXCESS: \$750.00
EMERGENCY SERVICE ATTENDANCE: No

NEXT ACTION

Repairs booked for Tuesday 23.01.2018 at 12pm

CLAIMS OFFICER

Name:
Direct Phone: (07) 3135 4615

Privacy Statement

Privacy is Important...

...especially when you consider the number of ways we communicate and interact these days. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with.

And because it's guided by privacy laws, you can be sure it takes your rights seriously.

Above all, this statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your personal information.

AAI Limited trading as Vero Insurance is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products, services and systems, including the management and administration of underwriting and claims;
- assess and investigate any claims you make under one or more of our products;
- manage, train and develop our employees and representatives;
- manage complaints and disputes, and report to dispute resolution bodies; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will be (or may be) authorised or required to collect your personal information. These laws include the: Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001 as those laws are amended, and includes any associated regulations.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group and other trading divisions or departments within the same company (please see our Group Privacy Policy for a list of brands/companies);
- any of our Group joint ventures where authorised or required;
- customer, product, business or strategic research and development organisations;
- data warehouses, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- publicly available sources of information;
- clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- a third party that we've contracted to provide financial services, financial products or administrative services – for example:
 - information technology providers,
 - administration or business management services, consultancy firms, auditors and business management

- consultants,
- marketing agencies and other marketing service providers,
- claims management service providers
- print/mail/digital service providers, and
- imaging and document management services;
- ?? a third party claimant or witnesses in a claim;
- ?? accounting or finance professionals and advisers;
- ?? any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- ?? in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- ?? government, statutory or regulatory bodies and enforcement bodies;
- ?? policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- ?? the Financial Ombudsman Service Australia or any other external dispute resolution body;
- ?? credit reporting agencies;
- ?? other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- ?? legal and any other professional advisers or consultants;
- ?? hospitals and medical, health or wellbeing professionals;
- ?? debt collection agencies; and
- ?? any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, eg your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons or organisations located overseas, for the same purposes as in 'Why do we collect personal information?'

The complete list of countries is contained in our Group Privacy Policy, which can be accessed at www.vero.com.au/privacy, or you can call us for a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in *Contact Us*.

Contact us

For more information about our privacy practices including accessing or correcting your personal information, making a complaint, or obtaining a list of overseas countries you can:

- Visit www.vero.com.au/privacy;
- Speak to us directly by phoning one of our Sales & Service Consultants on: 1300 888 073 or by
- Email us at privacyaccessrequests@vero.com.au



AAI Limited ABN 48 005 297 807
trading as Vero Insurance

GPO Box 346 (IPC: 2CI288)
SYDNEY NSW 2001

Telephone: 1300 888 073
Facsimile: 1300 066 950
Email: claims@vero.com.au

INCIDENT DETAILS

CLAIM NUMBER: K003932374
YOUR REFERENCE: 056XIN
DATE OF LOSS: 22 December 2017
TIME OF LOSS: 3:30 PM
INCIDENT DESCRIPTION: Driver has clipped the kerb in the car space causing damage to the front bumper
INCIDENT LOCATION: BROWNS PLAINS QLD

VEHICLE DETAILS

REGISTRATION: 056XIN
VEHICLE TYPE: HOLDEN CAPRICE
VEHICLE DAMAGE: Yes
DAMAGE ESTIMATE: \$2750
VEHICLE TOWED: No
ALLOCATED REPAIRER: Capital SMART Banyo – 56 Depot Street, BANYO.

DRIVER DETAILS

NAME:
PHONE NUMBER:

OTHER

EXCESS: \$750.00
EMERGENCY SERVICE ATTENDANCE: No

NEXT ACTION

Repairs booked for Tuesday 23.01.2018 at 12pm

CLAIMS OFFICER

Name:
Direct Phone: (07) 3135 4615

Privacy Statement

Privacy is Important...

...especially when you consider the number of ways we communicate and interact these days. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with.

And because it's guided by privacy laws, you can be sure it takes your rights seriously.

Above all, this statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your personal information.

AAI Limited trading as Vero Insurance is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products, services and systems, including the management and administration of underwriting and claims;
- assess and investigate any claims you make under one or more of our products;
- manage, train and develop our employees and representatives;
- manage complaints and disputes, and report to dispute resolution bodies; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

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- ?? a third party claimant or witnesses in a claim;
- ?? accounting or finance professionals and advisers;
- ?? any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- ?? in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
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- Visit www.vero.com.au/privacy;
- Speak to us directly by phoning one of our Sales & Service Consultants on: 1300 888 073 or by
- Email us at privacyaccessrequests@vero.com.au