



Hollard Quoting Framework

- See Vic Rates below & use as reference point
- Write your estimate @ labour/paint rates as per schedule in funny time / funny money
- Repair where repairable, price the repair at 70% of list
- RE Parts - Only use parts if the part cannot be repaired (their preference is to be buying labour)
- Do not overservice, quote what is there – let your images tell your repair story
- Place items on report, place notes on estimate & discuss an outcome with assessor
- Look at assessed previous Hollard jobs as a reference
- Build a relationship with your Hollard assessor – open communication, work on outcomes and keep discussions professional and civilised (you can escalate if outcome cannot be reached)
- Values of Vehicles: base your valuations off market value & not insured amount

Escalation Points

To increase communication and dialogue, we have initiated two escalation points on either end.

Sheen Fleet will act as an escalation point should a matter need to be raised from a Sheen perspective - ensure all your cards are in order and you can stand behind your estimate, scenario you flag or you have exhausted all options with the assessor (amicably – I don't want to have to triage a situation after an argument).

Hollard state assessing manager will act on behalf of Hollard escalating any of their matters direct to Sheen Fleet and he will work with stores / managers on those flagged matters where required.

Hollard VIC Schedule:

A	B	C	D	E	F	G	H
VIC RATES - HOLLARD			VIC Regional Rates - HOLLARD			HOLLARD Rates	
Metro			Mildura & Wodonga Rates			Swan Hill Rates	
LABOUR	RATES		LABOUR	RATES		LABOUR	RATES
R&R	\$30.00		R&R	\$30.00		R&R	\$30.00
REPAIR	\$30.00		REPAIR	\$30.00		REPAIR	\$30.00
PAINT			PAINT			PAINT	
S1	\$45.00		S1	\$48.80		S1	\$43.00
COB S2	\$47.50		COB S2	\$53.00		COB S2	\$46.65
M1	\$47.50		M1	\$55.00		M1	\$46.65
M2 FX	\$55.00		M2 FX	\$56.00		M2 FX	\$49.50
M3	\$65.00		M3	\$65.40		M3	\$60.00
Mix & Match COB SOILD M1	0.50		Mix & Match	0.50		Mix & Match	0.50
MIX & MATCH M2 M3	\$ 1.00						
Single Panel Allowance 1hr @ paint rate							
General Allowances	HOLLARD						
Oven Allowance	\$80.00						
Mask Allowance	NA						
EPA Allowance	\$8.00						

Spray on and brush on sealers boot floor	\$50.00	Includes R&R of sealer as well as the supply of materials and consumables
Spray on and brush on sealers Quarter panel	\$40.00	Includes R&R of sealer as well as the supply of materials and consumables
Spray on and brush on sealers sill panel	\$60.00	Includes R&R of sealer as well as the supply of materials and consumables
Spray on and brush on sealers radiator support	\$50.00	Includes R&R of sealer as well as the supply of materials and consumables
Spray on and brush on sealers - not listed panels per metre max	\$20.00	Includes R&R of sealer as well as the supply of materials and consumables
New panel tape and gun sealer - new door/skin	\$25.00	includes the labour to apply and supply and all necessary materials
New panel tape and gun sealer - new bonnet	\$35.00	includes the labour to apply and supply and all necessary materials
New panel tape and gun sealer - new boot lid/tailgate	\$30.00	includes the labour to apply and supply and all necessary materials
Wheel Balance Alloy or Steel	\$15.00	If new tyre fitted/auth this is included in the cost
Body Foam/anti flutter doors and skins	\$29.00	includes the labour to apply and supply and all necessary materials
Body Foam/anti flutter turrets	\$52.00	includes the labour to apply and supply and all necessary materials
Body Foam/anti flutter quarter panels, sills and pillars	no max price set	to be costed based on the size using the above allowance and size as a guide
Panel bond adhesive doors/skins	\$21.00	includes the labour to apply and supply and all necessary materials
Panel bond adhesive turrets	\$39.50	includes the labour to apply and supply and all necessary materials
Panel bond adhesive quarter panels, sills and pillars	no max price set	to be costed based on the size using the above allowance and size as a guide
Number plate frame - plastic bezel type	\$3.50	each
Number plate frame - Perspex 5 digit	\$16.00	each
Number plate frame - Perspex 6 digit	\$16.00	each
Number plate frame - Perspex Euro	\$16.00	each
Wheel Alignment - Front	\$50.00	2WD vehicles
Wheel Alignment - Front and Rear	\$78.00	2WD vehicles
Wheel Alignment - 4WD Front	\$65.00	4WD vehicles
Wheel Alignment - 4WD Front and Rear	\$85.00	4WD vehicles
Specialist sublet	0% mark-up	Direct Bill
OEM Parts	0 mark up	Manufacturers list price
Recycled Parts	20% mark-up	To a maximum of \$100
	20% mark-	To a maximum of \$100

Note RE above – if a cost is higher than stated above (i.e. wheel alignment – just provide an invoice from the supplier)

5	OEM Parts	0 mark up	Manufacturers list price
5	Recycled Parts	20% mark-up	To a maximum of \$100
7	Alternate Parallel Parts	20% mark-up	To a maximum of \$100
3	Change Over/Exchange	20% mark-up	To a maximum of \$100
9	Sublet Repairs	0% mark-up	Direct Bill
0	Window tinting (max prices)	Inv + 10%	Quarter Glass
1		Inv + 10%	Side Glass
2		Inv + 10%	Cargo Glass
3		Inv + 10%	Rear Glass
4	Paint protection	10% mark-up	To a maximum of \$200. Warranty papers or original invoices must be sighted by Assessor prior to authorising
5	Rust proofing	10% mark-up	To a maximum of \$200. Warranty papers or original invoices must be sighted by Assessor prior to authorising
5	Pin striping and decals	10% mark-up	up to a maximum of \$200.
7	Mould retape	\$25.00	Includes tape labour and necessary consumables.
3	Headlamp globes quartz H4	\$11.00 each	
9	New protector mould urethane	\$5.00	applies when a protector mould is bonded with adhesive from factory
0	Stop/Tail globes	\$1.10 each	
1	Quarter Glass Urethane	\$15.00 material only	
2	Front or Rear Glass Urethane	\$30.00 material only	

Local trade tow	\$150.00 + GST
Tow to Fowles	\$250.00 + GST
Tow to Pickles	\$220.00 + GST

PARTS MARK UP

NEW **NIL**

USED PARALLEL **70% OF NEW LIST PRICE FOR ALL PARTS**

EXCHANGE PARTS – RADIATORS/CONDENSER

INVOICE+ 10% MARK UP

CONSIDERATION NEEDS TO BE GIVEN TO SOURCE PRICES FROM AAA< COOL DRIVE AND PANSINO, REPAIRER TO PRICE MATCH OR ASSESSOR TO SUBLET DIRECT TO AAA, COOL DRIVE AND PANSINO RADIATORS ALLOW \$8.00 ALLOWANCE TO REPAIRER FOR ADMINISTRATION COSTS

SUBLET ITEMS **SAME AS ABOVE**

Hollard Brands

- ☐ Woolworths
- ☐ Club 4x4
- ☐ Huddle
- ☐ Open
- ☐ Ando
- ☐ Listsure
- ☐ Kogan
- ☐ Amway
- ☐ Real Ins
- ☐ Guardian Ins
- ☐ Comm Insure

Choice of repairer – Hollard PDS

We can assist You in selecting a suitable repairer to repair the damage to Your Vehicle; however You also have the right to choose Your own repairer. In both instances We will work closely with the repairer to strive to achieve the best repair outcome for You however We may require a second quotation from a repairer chosen by Us. We will then choose (subject to any relevant Policy limits) to:

- authorise the repairs at Your repairer of choice;
- pay You the reasonable cost of repairing Your Vehicle; or
- move Your Vehicle to a repairer We both agree will repair Your Vehicle. In the instance that We both agree to move Your Vehicle We will provide You with a rental car for up to 3 days in addition to any other benefit provided under Your Policy