



Australian
Competition &
Consumer
Commission

Contact Officer: Tess Macrae
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13 August 2008

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Dear Mr Scuderi

Third line forcing notification N93529 lodged by Vero Insurance Limited (Vero)

I refer to the above third line forcing notification lodged with the Australian Competition and Consumer Commission (the ACCC) on 31 July 2008. The notification has been placed on the ACCC's public register.

Vero proposes to offer certain benefits to motor vehicle insureds on condition that they choose to have repairs to which the policies of insurance respond with recommended repairers nominated by Vero. The benefits are a lifetime guarantee of materials and labour used in repairs, and no cash settlement of repairs.

Legal immunity conferred by the notification will commence on 14 August 2008.

On the basis of the information that you have provided, it is not intended that further action be taken in this matter at this stage.

As with any notification, please note that the ACCC may act to remove the immunity afforded by the notification at a later stage if it is satisfied that the likely benefit to the public from the conduct will not outweigh the likely detriment to the public from the conduct.

This assessment has been made on the basis that Vero will disclose all relevant terms and conditions to prospective clients.

A copy of this letter has been placed on the ACCC's public register. If you wish to discuss any aspect of this matter, please do not hesitate to contact Tess Macrae on (02) 6243 1354.

Yours sincerely

Dr Richard Chadwick
General Manager
Adjudication Branch