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**From:** geofcauto geofcauto [REDACTED]  
**Sent:** Wednesday, 7 October 2020 10:42 AM  
**To:** Adjudication  
**Subject:** Re Dealing Notification RN10000433

**Categories:** Submission

Hello,

I object to this notification and request that the ACCC revoke this notification because this conduct:

1. Has the purpose, effect or likely effect of substantially lessening competition, and
2. In all circumstances, will not result in likely public benefit which would outweigh the likely public detriment.

Our workshop has been in operation for 25 years and in the majority of our customers say that they like the fact that we are a small local business. That we care about their vehicles. That they don't have to travel 50 to 60 kms (round trip) and have to spend time sitting in a waiting room for the vehicle to be worked on. We have taken advantage of training in new technology and have invested in equipment that assists us in diagnosing problems in new vehicles etc.

We have customers who are confused by the impression that only the dealers can service their vehicles, if they want to keep their warranty.

We offer our customers log book servicing as the manufacturer advises, but we also offer them the choice of genuine or aftermarket parts - Which can be very much cheaper on average.

This gives the customers the choices they deserve and also keeps maintenance costs at a lower average.

Overall, as things stand, the customer has freedom to choose.

If this 'exemption' is successful, it would be the beginning of the end for the independent repair sector. If dealers do not have to compete, costs would eventually climb and where would the customer be then. Small business is the backbone of our economy and such changes as this proposal would be catastrophic in the long run.

Regards

Deb Conley

Geoff Conley Automotive.

21 Weston Street

Culburra Beach

NSW 2540.