



# 馬來西亞汽車修理廠商總會

PERSEKUTUAN PERSATUAN PEMILIK BENGKEL KERETA MALAYSIA

Federation Of Automobile Workshop Owners Association of Malaysia

8-2, JALAN 2/46A, 2ND FLOOR, TAMAN NIAGA WARIS, OFF JALAN KUCHING, 51200 KUALA LUMPUR.  
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Date & Time	: 20/ April/ 2010 9.30a.m.	
Present	: FAWOAM representative	a) Mr. Kong Wai Kwong / FAWOAM President b) Mr. Daniel Loh Hock Yew / FAWOAM Secretary General c) Mr. Soon Ming Sing / Chairman of Johor Affiliate Association d) Mr. Galvin Tai / FAWOAM committee member
	: PIAM	a) Ms Irene Loo / Uni.Asia General Insurance Bhd b) Mr. Goh Ching On - Malaysian Assurance Alliance Bhd c) Ms Chan Cheng Sim - Pacific & Orient Insurance Co. Bhd
	: AMLA	a) Mr. Lee Thim Fook / President of MCR Adjusters S/B b) Mr. Robert K. Logan / Deputy President of Logan Lost Adjusters S/B
	: MRC	a) Encik Khaeruddin Sudharmin / CEO b) Miss Diana Lee / General Manager c) En. Hairul Abdul Majid / Head of Database
Location	: PIAM Office	
Subject	: <b>Discussion Points on Current Issues in Insurance Claim Repair Industry</b> : <b>Outcomes / Solutions to solve the current issues</b>	

Dear All PARS Workshop,

Please be informed that the discussion points and the outcomes during the meeting are as follows:

<b>ISSUE 1 - Labour Rate and Trade Discount</b>	
Discussion:	How AMLA & PIAM members evaluate and determine the labour rate given to PARS workshops and Franchise workshops? Based on what basis? Why is there a big difference of 200% in the labour rate given to PARS workshops and Franchise workshops? After high trade discount (25% / 30%) imposed on PARS workshops, what sort of parts did AMLA & PIAM members expect the PARS workshop to use? OEM parts or non OEM parts? During estimation, how did AMLA members determine the price of the part given to workshops? How often did the PIAM & AMLA members check parts price in the market?
Outcome:	PIAM committees feel that the PARS workshops are requesting higher labour rate and lower trade discount in order to have higher margin and income. PIAM will not be able to look into the matter at this stage due to the current motor insurance claim industry is making losses.
<b>ISSUE 2 - Non-Compliance of BN JPI/ 14</b>	
Discussion:	Most of the insurance companies do not comply with BN JPI/14 guidelines in giving approval within 14 days, which cause delay in JPJ application, repair process commenced and car delivery to customers.

FAWOAM request MRC in writing to produce the OD approval & supplementary approval period/ aging reports to share with all industry and stakeholders for verification.

Outcome: PIAM committees insist FAWOAM to collect the document supports on the accusation to prove the insurance companies delay in providing the approval.  
Even though FAWOAM had requested the report from MRC in writing, but PIAM insists that since the complaint was launched by FAWOAM itself, the members should provide the report to substantial the cases final decision.

### **ISSUE 3 - Adjuster Survey Report in E-Claim System**

Discussion: FAWOAM wishes MRC to request the software houses to produce or add on an adjuster report in E-Claim System to show AMLA's professional, independent and transparency recommended cost of repairs for comparison purpose.

Outcome: However in PIAM's opinion, the insurance companies have the full right to revise and make the final decision. Therefore, the details of the adjuster reports should not be released as requested by FAWOAM.

### **ISSUE 4 - New Regulation on PARS requirement**

Discussion: FAWOAM told that the new PIAM requirement of PARS workshops (build up and set up working and storage area) will have a big impact on the current PARS workshops.

Outcome: PIAM requested FAWOAM to look into the new revised PARS requirements and categorized the PARS workshops according to the build up size, set up facilities and also the services provided.

PIAM will look into the categories and quality of services provided by PARS workshops before they look into the labour rate and trade discount currently imposed on PARS workshops.

PIAM is interested to work with the big workshops rather than the small one.

The meeting ended 11.40am

## **CONCLUSION**

Refer to the outcomes, all discussion points voiced out by FAWOAM for the more transparency claim process are rejected by PIAM and the other parties.

## **NEXT ACTION FROM FAWOAM**

1. FAWOAM will call a next meeting on 8th May 2010
  - All state associations and members are to contribute ideas and suggestions to proceed with the outcomes responded by PIAM.
  - All state associations and members are encouraged to send in their ideas and suggestions before the meeting through FAWOAM e-mail [fawoam@streamyx.com](mailto:fawoam@streamyx.com)
2. FAWOAM Annual General Meeting (AGM) on 27th June 2010
  - All the proposal and resolution can / will be endorsed during the AGM on time.
3. Fund Raising Campaign "Moving forward to a better insurance claim repair industry"
  - FAWOAM is requesting all PARS workshops to continuously provide your support and contributions to this fund raising campaign.

Yours sincerely

Kong wai kwong  
President