

# Get back on the road faster with our trusted motor repairers



## Why use our repairers?

Our best-in-class claim solutions are backed by our preferred repairer network: CARE Auto and Capital S.M.A.R.T. Our repair process helps get customers with small to medium vehicle damage claims back on the road in 6 days.\*

The benefits of using our approved repair network include:



### Fast turnaround

Using digital technology, repairs are completed on average within 6 days.\*



### Lifetime guarantee

Repairs are completed to the highest quality and guaranteed for the vehicle's lifetime.\*



### Low cost

Our streamlined process minimises costs while maintaining high repair standards—helping to keep premiums competitive without compromising quality.



### Complimentary taxi

Customers can enjoy complimentary taxi or ride-share services, ensuring hassle-free travel to and from repair centres.



### Over 50 locations

We have a wide network of centres conveniently located in metro areas in WA, QLD, NSW, VIC, ACT, SA and TAS.



## Our repairs process in 4 simple steps:

If the car is driveable we'll get your customers back on the road in **4 simple steps**

1

Lodge claim with Vero Claims Team by calling 1300 888 073 or scanning the QR code.

2

We will make a repair booking with the customer's closest repair centre.

3

Customer drives vehicle to the repair centre and a complimentary taxi or ride-share is arranged.

4

Repairs completed and complimentary taxi or ride-share arranged for collection.

*"At the time I did not believe that a repair could be fixed in less than 48 hours, but they absolutely exceeded my expectations!"*

— Capital S.M.A.R.T customer, Hallam, VIC

*"From start to finish the process was incredibly easy. I was able to have my car back on the same day. Very professional and great service all round."*

— CARE Auto customer, Sheridan, NSW



Contact the Vero Claims team

1300 888 073 (lodgement available 24/7)  
[vero.com.au/claims](https://vero.com.au/claims)

Find a centre nearby

[capitalsmart.com.au](https://capitalsmart.com.au)  
[careauto.com.au](https://careauto.com.au)