



# IAG to create one stop motor shop with purchase of NRMA MotorServe

IAG, Australia's largest general insurer, has reached an in-principle agreement to acquire the NRMA's MotorServe business, providing a range of services for customers including mechanical vehicle repairs, safety inspections and general servicing at 23 sites in NSW and ACT.

IAG CEO Australia Mark Milliner said the agreement follows the success of IAG's recent trial at the NRMA MotorServe at Seven Hills Sydney, which focused on providing the most convenient experience for customers following an accident.

"We've been exploring ways to deliver real change in how our customers experience the motor claims repair process, from the moment they lodge a claim to when they pick up their car. Our focus is on customer convenience and getting cars back on the road quickly with a quality repair," Mr Milliner said.

"The NRMA MotorServe business fits in well with IAG's strategy to provide a one-stop-shop for our customers and now includes mechanical repairs and car servicing, as part of our enhanced Motor Repair Model which we introduced earlier this year," Mr Milliner said.

"An element of this model is our use of customer hubs – one-stop facilities serving customers in metropolitan areas as a single drop-off and pick-up point.

"This will reduce the time currently spent on multiple trips to have a vehicle assessed, quoted and then repaired. Depending on their policy, customers will be able to pick-up a hire car onsite to keep them mobile or will be provided a taxi voucher.

"We've had great feedback from our customers who took part in the trial and we look forward to exploring how NRMA's MotorServe team can support our customers into the future as part of IAG."

NRMA Group CEO Rohan Lund said today's announcement would result in a better customer service experience for IAG customers and NRMA Members.

"Delivering a positive customer service experience is a key focus for both NRMA and IAG and today's announcement will help deliver this to our customers and Members," Mr Lund said.

"By working together we can ensure better outcomes for people getting their cars serviced or repaired. MotorServe locations will help IAG grow in the automotive market and this is great news for customers and employees."

IAG and NRMA expect to finalise the sale at the end of January 2020. The agreement will cover IAG brands including NRMA Insurance, CGU Insurance and WFI Insurance.

*Notes to the Editor:* The NRMA demutualised in July 2000, forming two separate organisations – NRMA Motoring and Services and NRMA Insurance Limited. As independent organisations, NRMA Insurance (owned by IAG) and NRMA Motoring & Services (a mutual), continue to work closely together and proudly share the same brand.

## About IAG

IAG is the parent company of a general insurance group (the Group) with controlled operations in Australia and New Zealand. The Group's businesses underwrite over \$12 billion of premium per annum, selling insurance under many leading brands, including: NRMA Insurance, CGU, SGIO, SGIC, Swann Insurance and WFI (Australia); and NZI, State, AMI and Lumley (New Zealand). IAG also has interests in general insurance joint ventures in Malaysia and India. For further information, please visit [www.iag.com.au](http://www.iag.com.au).

## Media

Annabelle Vo  
Mobile. +61 (0)411 010 866  
Email. [annabelle.vo@iag.com.au](mailto:annabelle.vo@iag.com.au)

## Insurance Australia Group Limited

ABN 60 090 739 923  
Level 13 Tower Two Darling Park  
201 Sussex Street, Sydney NSW 2000 Australia  
Telephone. +61 (0)2 9292 9222  
[www.iag.com.au](http://www.iag.com.au)