

### **Norman Donnelly response to Provisional Findings report**

You are investigating car insurance companies. I thought I would let you know what happened to me. Last year (2012) my car was parked and it was damaged due to another car backing into it I have no idea who I made a claim on my car insurance. They asked me to take the car to one of their body shops to be assessed it was decided that, it would cost £890 to fix and I would have to pay the first £350 and lose some of my NCB. I took the car to a local body shop they fixed my car it was a perfect fix paint matched and I was very happy with the work. Total cost? £160. when I asked how they did it so cheap, they told me they dont work for any insurance companies. My car at the time was an 02, metallic black Renault Megane.