

What's my car really worth?

DID SOMEONE SAY CASE STUDY? I LOVE CASE STUDIES!



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Many things affect the current market value of vehicles:

- How many of the same make and model of vehicle are currently for sale
- General wear and tear
- Depreciation
- If the vehicle has had a previous accident repair
- Current odometer reading

Settling claims

Vehicle insurance policyholders often think that in the event of a total loss (write-off) that their payout will be the value indicated in their insurance policy documents. But due to a constantly shifting market, and as time goes by, the current market value can change, sometimes considerably.

When working out the current market value of your vehicle as part of the claims process (current market value = what the vehicle is worth just prior to the accident), we gather valuation reports from licensed motor vehicle dealers and professional vehicle valuers.

Getting your own valuation

You are welcome to obtain your own pre-accident valuation at your own cost. But as our valuations are based on facts from several credible and reliable data sources, your third-party valuation needs to be from one of two reputable sources for us to consider it.

Accepted sources:

- An MTA licensed, reputable and recognised motor vehicle dealer
- A certified and recognised motor vehicle valuer.

Your valuation needs to be based on the true, current and 'willing buyer/willing seller get now' value of the insured vehicle in the current New Zealand market.

Dealer recommended trade-ins, retail and/or computer generated average valuations from sites like Turners or Red Book cannot be accepted.

Even though Trademe has the greatest number of vehicles listed for sale on their website, the asking price is rarely the vehicle's true value or final sale price.

Physical valuations are preferred but if your valuation is digital, the valuer will need to see images of the interior and exterior of the vehicle, as well as a Motocheck or Car Jam report showing the vehicle's history. The current odometer reading must also be provided to the valuer and the valuer's report must state that they have been provided with this information.

If your valuation is for a motorhome or caravan, we suggest providing the valuer with further information such as:

- Accessories
- Upgrades
- Berth
- Self Containment Certificate Expiry
- Electrical Certificate Expiry
- Kitchen
- WC (Toilet)
- Solar Power
- Awning.

What happens once you present your own valuation?

We'll review it and if it meets our valuation criteria we will take all of our existing pre-accident valuations and your provided valuation(s) into account. We'll then explore options with the average of these in mind. If there is a valuation that is right out of the ballpark, we ask why? We then look at what is fair and reasonable and respond to you with our findings.

It's worth noting that if a Pre-accident Valuation is presented to us or we agree to sourcing an additional valuation ourselves, it may adversely alter our original settlement offer/valuation.

Uneconomical or impossible to repair

Something else worth noting is, any insurer will treat a claim as a total loss (write-off) if the car is uneconomical to repair. This is different to being impossible to repair.

Once a vehicle is written off, it becomes ours to dispose of. We have an information sheet about how we dispose of our total loss vehicles if interested.

Our customers know that we are fair and reasonable. We're not here to make gains at anyone else's expense. Which is why we are happy to take a closer look at your vehicle's value when requested. Please call the Star Insurance Specialists Claims team if you have any questions. We're here to help.