

# QRM Fact Sheet



Australia's Leading Motor Loss Assessor & Self-Insured Claims Manager.

With unrivalled expertise, QRM has been delivering exceptional outcomes for insurers, brokers, and fleet operators since 2012. Supported by the ASX 200-listed AUB Group, we are your trusted partner for all motor loss assessing and self-insured claims needs.

## Who We Are

QRM is dedicated to providing best-in-market service for clients and their customers. With a specialised focus on the motor vehicle repair industry and self-insured claims management, we ensure thorough and accurate assessments that protect our clients' interests.

Our strong company culture sets us apart, with over 50% of our staff remaining with us for more than eight years—demonstrating our commitment to long-term partnerships and service excellence.

## Our Services

### Motor Loss Assessing

Our expert team, with over 240 years of combined experience, delivers detailed and independent assessments. We go beyond the standard “tick-the-box” approach to ensure fair and accurate outcomes for:

- Sedans, Prestige Vehicles, Light Commercial Vehicles.
- Heavy Vehicles (Buses & Trucks), Plant & Machinery.
- Taxis, Caravans, Motor Cycle .

### Self-Insured Claims Management

For over 12 years, QRM has managed self-insured claims for transport operators, offering end-to-end services including:

- Incident lodgement, liability review & third-party negotiation.
- Damage assessment & cost recovery.
- Hire vehicle coordination & demurrage recoveries.
- Detailed accident reporting.

We simplify claims management, reduce costs, and support business continuity.

## Who We Help

- **Insurers & Underwriting Agencies** – We ensure only accident-related damage is repaired at fair and reasonable costs while delivering an efficient and thorough assessment process.
- **Brokers** – As claim numbers and insurance premiums rise, brokers often lack the resources to manage under-excess claims effectively. QRM steps in as a specialist self-insured claims manager to streamline the process and contain costs.
- **Fleet & Transport Operators** – With rising accident rates and higher excesses, many operators manage claims in-house. QRM bridges the gap by providing expert under-excess claims management, protecting your bottom line and reputation.

## Why Choose QRM?

- **Unmatched Service** – Dedicated to delivering exceptional results.
- **Strong Client Relationships** – Over 50% of our staff have been with us for 8+ years.
- **AUB Group Backing** – The strength of an ASX 200-listed company.
- **Proven Results** – Helping insurers, brokers, and fleet operators reduce costs and improve efficiencies.

## Contact Us

- 📞 **Phone:** 02 9432 2000
- ✉️ **Email:** [samm@qrma.com.au](mailto:samm@qrma.com.au)
- 🌐 **Website:** [qrma.com.au](http://qrma.com.au)

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