

Austria



Capital	Vienna
Language(s)	German
Currency	€uro
Surface	83.878 km ²
Population	8 772 865 inhabitants
Population density	105.18 inhabitants/km ²
GDP (2018)	335.739 Mrd €
Car fleet in 2016	5.288.596
Length of road network	106 461 kms
Nber of vehicle for 1000 inhabitants	602
Time zone	GMT + 1
Persons killed on the road in 2017	47 for 1 million people

AUTOMOTIVE EXPERTISE IN AUSTRIA

In Austria, there are 2 categories of experts: On the one hand, **salaried experts of insurance** companies and expertise companies and on the other hand **sworn and court certified appraisers and adjusters certified by their local regional court.**

Usual process in Austria after a traffic accident

Be it for a claim in liability or a claim in damage, the owner will have to take his vehicle to the repair shop of his trust. On the basis of information provided by the car owner connects to one the 3 platforms to which are connected all insurance companies in Austria. Then he enters parameters in order to estimate the vehicle damage. The insurer of the liable party mandates an expert who goes to the repair shop to take pictures of the damaged car, make at his turn a summary of estimated costs and also draft an estimation report which can be downloaded from both repairer and insurance company platform. The repair shop almost only communicates with the concerned insurance company through one of its platforms. If the expert's report and insurance claims notification is received by the claims specialist and the claim is being accepted by the insurance (or in accordance with the conditions of the full insurance) the repair shop will receive a confirmation of coverage of the repair costs via this platform.

Professional
Association



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