

## CMF reports on the average repair time of motor vehicles with claims as of the second half of 2023

- The average time from filing of the claim until the vehicle was available for pickup by policyholders was 63 days, well below the 74 days recorded during the first half of the year.
- The time elapsed from the vehicle's entry into the workshop until it was available for pickup reached 29 days versus 37 in the first half of 2023.
- On the [CMF website](#), interested parties can check and compare repair times by company, vehicle brand and model, and type of workshop.

**April 10, 2024** — The Financial Market Commission (CMF) reports on the average repair time of motor vehicles as of the second semester of 2023.

In June 2023, the Commission launched [a new platform on its website to check and compare repair times for vehicles that suffer a claim and are covered by general insurance companies supervised by the CMF](#). Interested parties can access data about repair times by company, vehicle brand and model, and magnitude of the damage, as well as repair shops in the country.

Information on repair times is provided by general insurance companies pursuant to **Circular Letter No. 2,236**, dated March 6, 2018, which regulates the submission of data related to motor vehicle repair procedures.

The platform is designed for use by policyholders, people planning to take out insurance, and insurance brokers providing advice on the matter.

### Main Results

There were 91,840 insured vehicles with claims in the second half of 2023, a decrease of 4.3 percent compared to the first half of the year (95,921 claims).

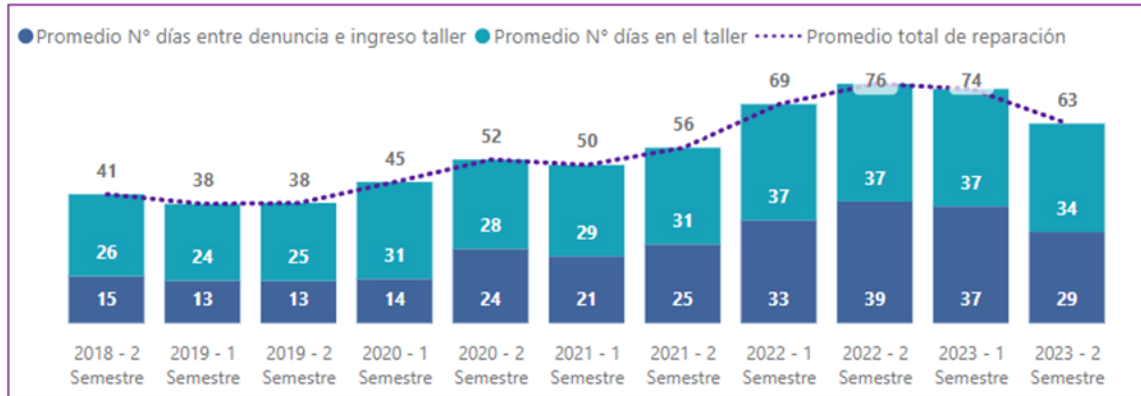
**Table 1: Number of insured vehicles by deductible range**

| Deductible          | Vehicles w/Claims | Percentage   |
|---------------------|-------------------|--------------|
| No Deductible       | 19,129            | 20.8         |
| Under UF 5          | 47,347            | 51.6         |
| Between UF 5 and 10 | 18,135            | 19.7         |
| Over UF 10          | 7,229             | 7.9          |
| <b>Total</b>        | <b>91,840</b>     | <b>100.0</b> |

The average time from the filing of the claim until the vehicle was available for pickup by policyholders reached 63 days, well below the 74-day average recorded in the first half of last year.

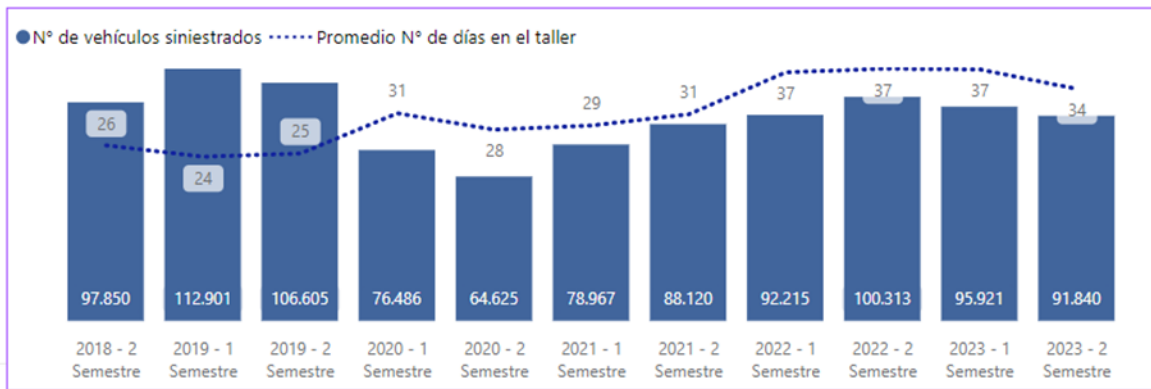
Meanwhile, the time elapsed from the vehicle's entry into the workshop until it was available for pickup reached 29 days, also below the first-half average.

**Graph 1: Average time from filing the claim until the vehicle is available for pickup**



Blue: Average days between filing the claim and sending the vehicle to a workshop. Green: Days the vehicle spent in the workshop. Dotted Purple: Total average repair time.

**Graph 2: Average days in workshops and number of vehicles with filed claims**



Blue: Number of vehicles with claims. Dotted Purple: Average days vehicles spent in workshops.

Repair times by insurance company vary significantly depending on the extent of damage to vehicles.

**Table 2: Average time by company for vehicles entering workshops until being available for pickup**

| Insurance Company | Light Damage      |              | Medium Damage     |              | Heavy Damage      |              | Total             |              |
|-------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
|                   | Vehicles w/Claims | Average Days | Vehicles w/Claims | Average Days | Vehicles w/Claims | Average Days | Vehicles w/Claims | Average Days |
| Zenit             | 1,215             | 35           | 1,045             | 49           | 984               | 75           | 3,244             | 52           |
| BCI               | 11,519            | 33           | 8,553             | 47           | 9,227             | 69           | 29,299            | 48           |

|                           |               |           |               |           |               |           |               |           |
|---------------------------|---------------|-----------|---------------|-----------|---------------|-----------|---------------|-----------|
| <b>Zürich Chile G</b>     | 2,921         | 33        | 1,694         | 39        | 1,758         | 48        | <b>6,373</b>  | <b>39</b> |
| <b>Liberty</b>            | 3,468         | 27        | 1,558         | 32        | 1,667         | 32        | <b>6,693</b>  | <b>29</b> |
| <b>HDI</b>                | 8,257         | 20        | 4,960         | 27        | 5,006         | 42        | <b>18,223</b> | <b>28</b> |
| <b>Porvenir</b>           | 285           | 16        | 280           | 29        | 97            | 33        | <b>662</b>    | <b>24</b> |
| <b>Renta Nacional</b>     | 824           | 14        | 545           | 23        | 584           | 39        | <b>1,953</b>  | <b>24</b> |
| <b>Consortio Nacional</b> | 2,995         | 18        | 1,514         | 24        | 1,344         | 37        | <b>5,853</b>  | <b>24</b> |
| <b>MAPFRE</b>             | 2,302         | 18        | 1,122         | 22        | 872           | 35        | <b>4,296</b>  | <b>22</b> |
| <b>Suramericana G</b>     | 3,292         | 15        | 2,892         | 20        | 2,442         | 32        | <b>8,626</b>  | <b>21</b> |
| <b>BNP</b>                | 696           | 16        | 491           | 20        | 397           | 30        | <b>1,584</b>  | <b>21</b> |
| <b>FID</b>                | 477           | 13        | 215           | 22        | 245           | 32        | <b>937</b>    | <b>20</b> |
| <b>Reale</b>              | 1,888         | 14        | 1,064         | 19        | 1,145         | 25        | <b>4,097</b>  | <b>18</b> |
| <b>Total</b>              | <b>40,139</b> | <b>24</b> | <b>25,933</b> | <b>34</b> | <b>25,768</b> | <b>50</b> | <b>91,840</b> | <b>34</b> |

As of the closing date of this report, there were 5,305 workshops in agreements with insurance companies (repair shops may work with more than one company). The average number of insured vehicles per agreement was 35 percent of total workshops are in the Metropolitan Region.

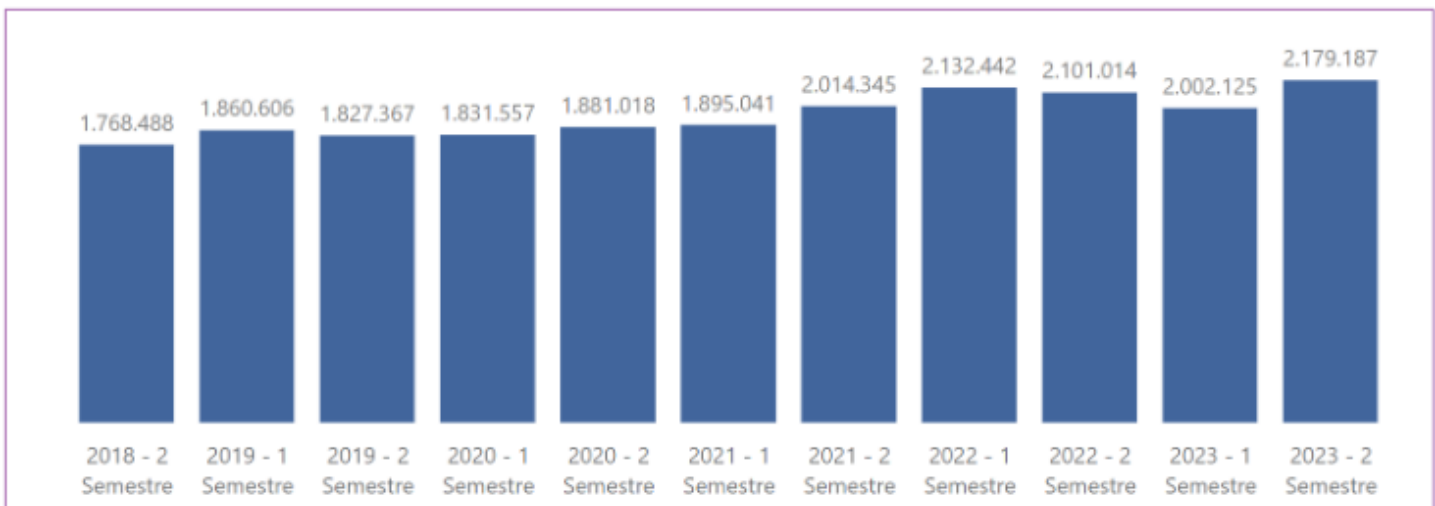
**Table 3: Repair shops by region**

| <b>Region</b>                        | <b>No. of Repair Shops</b> | <b>Percentage</b> |
|--------------------------------------|----------------------------|-------------------|
| <b>Arica y Parinacota</b>            | 39                         | 1                 |
| <b>Tarapacá</b>                      | 87                         | 2                 |
| <b>Antofagasta</b>                   | 292                        | 6                 |
| <b>Atacama</b>                       | 158                        | 3                 |
| <b>Coquimbo</b>                      | 242                        | 5                 |
| <b>Valparaíso</b>                    | 530                        | 10                |
| <b>Metropolitana</b>                 | 1,853                      | 35                |
| <b>Libertador Bernardo O'Higgins</b> | 261                        | 5                 |

|                   |              |            |
|-------------------|--------------|------------|
| <b>Maule</b>      | 391          | 7          |
| <b>Ñuble</b>      | 139          | 3          |
| <b>Bío Bío</b>    | 386          | 7          |
| <b>Araucanía</b>  | 212          | 4          |
| <b>Los Ríos</b>   | 108          | 2          |
| <b>Los Lagos</b>  | 425          | 8          |
| <b>Aysén</b>      | 48           | 1          |
| <b>Magallanes</b> | 124          | 2          |
| <b>Total</b>      | <b>5,305</b> | <b>100</b> |

The total number of insured vehicles nationwide as of the second half of 2023 is 2,179,187, a raise of 177,062 compared to first half of the year. This figure includes all types of vehicles.

**Graph 3: Number of insured vehicles by semester**



Check [video](#) here.

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**Area of Communications, Education & Image — Financial Market Commission (CMF)**

**Contact:** [prensa@cmfchile.cl](mailto:prensa@cmfchile.cl) | [Press Room](#) | [Subscribe to Relevant CMF Information](#)

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