

CMF reports on the average repair time of motor vehicles with claims

The average time from filing of the claim until the vehicle was available for pickup by policyholders was 60 days during the first half of 2024, better than the 63 days posted in the second half of 2023.

Time elapsed from the vehicle's entry into the workshop until being available for pickup decreased from 34 to 28 days.

On the [CMF website](#), interested parties can check and compare repair times by company, vehicle brand and model, and type of workshop.

October 30, 2024 – The Financial Market Commission (CMF) reports on the average repair time of motor vehicles as of the first half of 2024.

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.

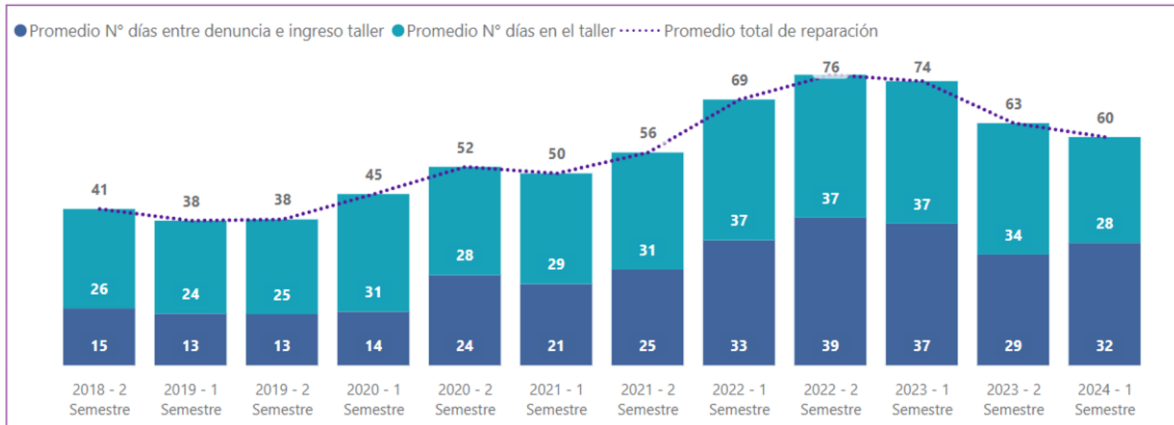
Results

There were 83,540 insured vehicles with claims in the first half of 2024, a decrease of 9 percent compared to the first half of the year (91,840 claims).

The average time from the filing of the claim until the vehicle was available for pickup by policyholders reached 60 days, below the 63-day average recorded in the second half of last year.

Meanwhile, the time elapsed from the vehicle's entry into the workshop until it was available for pickup reached 28 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, as Table 1 shows.

Table 1: Average time by company for vehicles entering workshops until being available for pickup

| Insurance Company | Light Damage | | Medium Damage | | Heavy Damage | | Total | |
|--------------------|--------------|--------------------|---------------|--------------------|--------------|--------------------|-----------|--------------------|
| | Avg. Days | Vehicles w/ Claims | Avg. Days | Vehicles w/ Claims | Avg. Days | Vehicles w/ Claims | Avg. Days | Vehicles w/ Claims |
| Zürich Chile G | 38 | 2,771 | 42 | 1,547 | 51 | 1,560 | 42 | 5,878 |
| MAPFRE | 45 | 2,124 | 58 | 936 | 70 | 636 | 53 | 3,696 |
| Consortio Nacional | 46 | 3,082 | 58 | 1,483 | 72 | 1,212 | 54 | 5,777 |
| Suramericana G | 46 | 2,047 | 56 | 1,779 | 67 | 1,565 | 55 | 5,391 |
| FID | 52 | 526 | 57 | 235 | 71 | 228 | 57 | 989 |

| | | | | | | | | |
|----------------|-----------|---------------|-----------|---------------|-----------|---------------|-----------|---------------|
| HDI | 49 | 7,783 | 57 | 4,555 | 72 | 4,564 | 57 | 16,902 |
| Liberty | 50 | 2,878 | 59 | 1,266 | 71 | 1,232 | 57 | 5,376 |
| Porvenir | 44 | 250 | 63 | 179 | 70 | 195 | 57 | 624 |
| Renta Nacional | 54 | 985 | 58 | 294 | 71 | 209 | 57 | 1,488 |
| BNP | 51 | 729 | 63 | 467 | 75 | 349 | 60 | 1,545 |
| BCI | 55 | 12,115 | 65 | 8,562 | 82 | 8,237 | 66 | 28,914 |
| Reale | 54 | 1,595 | 61 | 1,016 | 85 | 1,300 | 66 | 3,911 |
| Zenit | 59 | 1,237 | 69 | 924 | 91 | 888 | 71 | 3,049 |
| Total | 50 | 38,122 | 60 | 23,243 | 75 | 22,175 | 60 | 83,540 |

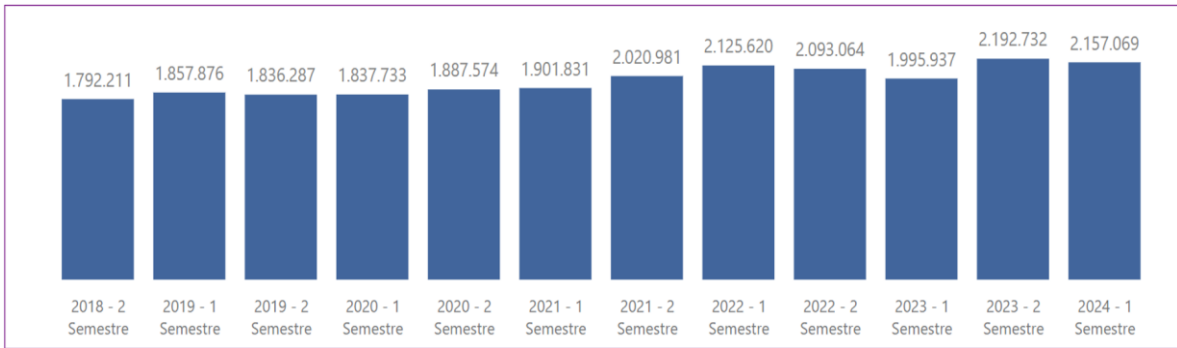
As of the closing date of this report, there were 5,493 workshops in agreements with insurance companies (workshops may work with more than one company). 33.1 percent of total workshops are in the Metropolitan Region.

Table 2: Repair shops by region

| Region | No. of Workshops | Percentage |
|-------------------------------|------------------|------------|
| Arica y Parinacota | 42 | 0,76 |
| Tarapacá | 92 | 1,67 |
| Antofagasta | 311 | 5,66 |
| Atacama | 166 | 3,02 |
| Coquimbo | 255 | 4,64 |
| Valparaíso | 560 | 10,19 |
| Metropolitana | 1,818 | 33,1 |
| Libertador Bernardo O'Higgins | 281 | 5,12 |
| Maule | 424 | 7,72 |
| Ñuble | 145 | 2,64 |
| Biobío | 406 | 7,39 |
| Araucanía | 227 | 4,13 |
| Los Ríos | 123 | 2,24 |
| Los Lagos | 453 | 8,25 |
| Aysén | 55 | 1 |
| Magallanes | 135 | 2,46 |
| Total | 5,493 | 100 |

The total number of insured vehicles nationwide as of the first half of 2024 is 2,157,069, a decline of 35,663 compared to the first half of 2023. This figure includes all types of vehicles.

Graph 3: Number of insured vehicles by semester



[Video statement by Daniel García, General Director of Market Conduct Supervision](#)

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

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