

2018 Toyota Hilux SR5

INSURER
Example Insurance CoPOLICYHOLDER
Sam ExampleCLAIM NUMBER
CLM-0000000DATE OF LOSS
1 September 2026

Insurer's valuation

\$29,500

Our valuation

\$32,277

Difference

+\$2,777

+9.4% of the insurer's valuation

Market value only, before any deductions (such as the excess).

1 Vehicle details

Year	2018	Make	Toyota
Model	Hilux	Variant	SR5
Body	Dual cab utility	Engine	2.8L turbo diesel
Transmission	Automatic	Colour	White
Odometer at date of loss	80,000 km		

Vehicle details as confirmed by the owner.

2 Kilometre adjustment

The comparable vehicles' average kilometres are compared with this vehicle's odometer, at \$100 per 10,000 km. If the comparables have done more kilometres, the price is adjusted up; if fewer, down.

Average odometer of the 3 comparable vehicles	75,000 km
This vehicle's odometer at the date of loss	80,000 km
Difference (comparables against this vehicle)	5,000 km fewer
Kilometre adjustment	-\$50.00

3 Accessories

Invoice cost (or, where the invoice is lost, the current price of the same item new) less depreciation of 10% a year (straight line) from the date fitted to the date of loss.

Bull bar **+\$1,800**
Fitted 2 March 2024 · Invoice \$2,400 · Depreciation -\$600

Tow bar **+\$360**
Fitted 1 September 2020 · Current price \$900 (invoice lost) · Depreciation -\$540
<https://www.example.com.au/tow-bar-and-wiring-kit>

Accessories included (2) **+\$2,160.20**

4 Comparable vehicles for sale

3 vehicles for sale in New South Wales, the same year, make, model and variant. Prices are advertised prices.



1. 2018 Toyota Hilux SR5

70,000 km

Blacktown NSW · Dealer · Carsales · Listed 12 September 2026
<https://www.example.com.au/sample-listing-1>

\$30,000

Advertised



2. 2018 Toyota Hilux SR5

95,000 km

Liverpool NSW · Dealer · Gumtree · Listed 13 September 2026
<https://www.example.com.au/sample-listing-2>

\$31,500

Advertised



3. 2018 Toyota Hilux SR5

60,000 km

Gosford NSW · Private seller · Facebook Marketplace · Listed 14 September 2026
<https://www.example.com.au/sample-listing-3>

\$29,000

Advertised

Average advertised price	\$30,166.67
Average odometer	75,000 km

5 Valuation calculation

Average advertised price of the 3 comparable vehicles	\$30,166.67
Kilometre adjustment (75,000 km average, 80,000 km on this vehicle)	-\$50.00
Adjusted market value	\$30,116.67
Accessories after depreciation	+\$2,160.20
Our valuation, to the nearest dollar	\$32,277
Insurer's valuation	\$29,500
Difference	+\$2,777 (+9.4%)

Comparable cars come from the same state

Car prices differ between states, so the comparable cars are listings for sale in the same state or territory as the insured car.

The average of three comparable cars

Market value is estimated from the average advertised price of three comparable cars for sale, rather than a single listing. If only one or two matching cars are for sale in the same state, those are used and the report says so, rather than using cars from another state.

Adjusting for kilometres

The comparable cars' average kilometres are compared with the insured car's kilometres at the date of loss, and the average price is adjusted for the difference at a set rate per 10,000 km.

Matching the exact variant

Comparable cars should be the same year, make, model and variant (or badge) as the insured car, because different variants are priced differently.

Depreciating accessories

Accessories are valued at their invoice cost less depreciation for the time since they were fitted, not at their full purchase price. If the invoice is lost, the current advertised price of the same item new is used instead, with the same depreciation.

Using advertised prices of comparable cars

Comparable cars are current listings in similar condition. Listings for cars that are damaged now or have write-off history, and old listings, aren't comparable.

6 AFCA's approach to market value

How AFCA defines market value

"The average value of vehicles of a similar make and model, taking into account the age and condition of the vehicle. Can fluctuate, depending on individual factors such as lower usage and the way in which the vehicle has been looked after. The term is usually specifically defined in an insurer's policy."

How this valuation follows it

The average value	The average advertised price of three comparable vehicles
Similar make and model	Same make, model and variant
Age	Same year of manufacture
Lower usage	Adjusted for the difference in kilometres
Condition	No listings with damage or write-off history

Evidence AFCA asks a complainant for

"What they consider the pre-accident value of their vehicle was, with any supporting information (this may include assessor reports, valuations or sale advertisements)"

Valuation guides and listings (case study 853601)

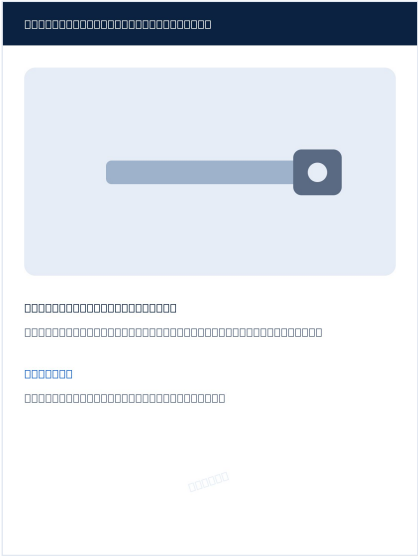
AFCA's adjudicator disagreed with an insurer's pre-accident market value. The valuation guide the insurer relied on "did not fairly reflect the insured vehicle's pre-accident market value. It was \$10,900 lower than the Redbook average retail figure and significantly lower than other car sales listings."

Source: [The AFCA Approach to motor vehicle total loss complaints](#) (April 2023). AFCA says each complaint is unique, its approach documents are a guide only, and no determination is a precedent for future cases. DisputeX isn't affiliated with AFCA.

Appendix: accessory invoices and listings



Invoice: Bull bar



Listing: Tow bar

Prepared using DisputeX, a document preparation service, from the vehicle details, listings and invoices provided by the owner.