



Best Practices Task Force, DRP

Chair: Stacy Bartnik
CARSTAR, Inc.



Best Practices Task Force

Portland, OR

Thursday April 6, 2006



Task Force Members

- | | |
|---------------------|--------------------------|
| ■ Stacy Bartnik | CARSTAR |
| ■ Craig Griffin | Laney's Collision Centre |
| ■ Gene Hamilton | Sports and Imports |
| ■ Aaron Schulenburg | Bill Denny's CARSTAR |
| ■ Chuck Sulkala | Acme Body and Paint |



Issue: Lack of Standard DRP Practices

- Standardize proper repair procedures and direct repair program processes
- Get the insurance companies and the collision repairers on the same page by defining that page with consideration and understanding of both industries



First phase: Define current DRP administration requirement

- Allstate
- Farmers
- Nationwide
- Progressive
- State Farm
- USAA



What we need:

- List of basic administrative processes for each insurer listed
- Bullet point format
- E-mail to sbartnik@carstar.com
- Subject line: Best Practices Task Force
- Due no later the June 30, 2006



Task Force Segment Representation Needed

- Insurance Company
- Paint and Material Manufacturers
- Call for volunteers



Best Practices Task Force

Q & A