

INSURER RELATIONS

Insurer Issues / Insurer Control:

- Inexperienced Adjusters
- Supplement Issues
- Insurer Owned Shops
- Requirement of Specific Database Provider
- Fluctuating DRP Requirements
- 3rd Party Desk Audits/Reviews
- "Write It Right" - The first time
- Repair Interruptions - Untimely Response
- Influence on Repair Methodology
- Aftermarket / Salvage Parts Requirements
- OEM Requirements Not Followed
- Pricing Based on Lowest Common Denominator

Database Issues: (Data Base Task Force?)

- Shrinking Times
- Inadequate Times
- Insurers Not Utilizing P-Page Applications

Compensation:

- Labor Rate Surveys - Validity
- Material Rates
- Cost of "Doing Business" (Class A vs. "the rest")
- Limits on Profit Margins

Operational

- Re-Keying Estimates