



Insurer Relations Task Force

CIC Scottsdale, 2008

Hot, ain't it?



Insurer Relations Task Force

- ◆ Rick Tuuri - Chair
- ◆ Russell Thrall III
- ◆ Mark Houde
- ◆ John Donley
- ◆ Rod Enlow
- ◆ Adam Piper
- ◆ Dale Delmege
- ◆ Jeff Hendler
- ◆ Tony Molla
- ◆ Chuck Sulkala
- ◆ Roger Wright
- ◆ Gene Scambray
- ◆ Stacy Bartnik
- ◆ Tony Passwater



Our Vision is CIC's Vision

The CIC Vision

A collision industry in which all segments work together efficiently, effectively, ethically and respectfully to enable complete and safe repair of the vehicle while facilitating the most pleasant possible experience for our mutual customer, the consumer.



Insurer Relations Task Force Mission

Define a high-level set of Best Practices for the Collision Industry that outlines, in general terms, what can be expected of the collision repair process, from the time the incident occurs to the complete and safe repair of the vehicle, through vehicle delivery to the consumer and closure of file.



Insurer Relations Task Force Mission (cont'd)

We will do this by using existing CIC work products, determining what else is needed to fulfill the Mission and developing the remaining Best Practices in conjunction with insurers and repairers and other constituents involved in the process.



Status: Best Practices

- Draft submitted to Gold Pin Sponsors
- Reviewed after last meeting
- Revised and posted on the CIC Web site
- Everyone should have a copy
- Some on the back table
- Call the question....
- Will be used to contain all Best Practices, now and in the future



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Thanks!

Any Questions?

That's all, folks....

For now