



Insurance Relations Committee

CIC/I-CAR
Washington, D.C.
July 2009



Committee Members

Aaron Schulenburg	SCRS
Al Estorga – Vice Chair	Estorga's Auto Body
Alan Murdy	Scene Genesis
Andrew Preble	Customer Research
Bob Smith	Storm Appraisal
Charles Dillard	Precision Body & Paint
Chris Andreoli	Progressive Insurance
Gary Wano	GW and Sons
George Avery	State Farm Insurance
James Spears	USAA Insurance
Jill Holmes	Golden State Collision
Joe Laurentino	esurance
John Bosin	EDM Davis, LLC



Committee Members

John Webb	CSi Complete
Jordan Hendler	WMABA
Mark Houde	Traveler's Insurance
Mike Condon	Condon Consulting
Mike Lloyd	California Casualty Insurance
Pat Gisler	ASC of KY
Randy Hanson	Allstate Insurance
Richard Perry	Chief Automotive
Rick Tuuri - Chair	Audatex, a Solera Company
Rod Enlow	CCAR
Ron Vincenzi	Oakland Auto Body
Terry Fortner	Nationwide Insurance
Tony Passwater	AEII



CIC 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.



Code of Ethics

Participants' conduct must conform to current legislation and rules of order. Anti-trust guidelines will be read and must be followed at all meetings. Verbal abuse or harassment in any form will not be tolerated. Because of CIC's mission, the issues discussed are generally those that affect the industry rather than individuals.



Issues and Approach

- No. 1 Issue: Consistency in DRP's
 - ◆ Across insurers
 - ◆ Probably never happen
 - ◆ Technology dependencies
 - ◆ Contractual Obligations
 - ◆ DRP = advantage, differentiator
 - ◆ Within insurer, across country
 - ◆ Difficult due to multiple factors
 - ◆ National direction, local issues



Issues and Approach

- Consistency in DRP's
 - ◆ Identify existing common areas, goals
 - ◆ Identify future areas for consideration
 - ◆ Work together to identify and improve
 - ◆ Process
 - ◆ Areas where consistency can apply
 - ◆ Change what can be changed
 - ◆ Explain what can't
 - ◆ Communicate, communicate, communicate



Panel Discussion

- Randy Hanson, Allstate Insurance
- Al Estorga, Estorga's Collision Repair
- Michael Lloyd, California Casualty
- Aaron Schulenburg, SCRS
- Chris Andreoli, Progressive Insurance
- Gary Wano, GW and Sons
- Mark Houde, The Traveler's Insurance
- George Avery, State Farm Insurance



Panel Discussion

- Identify areas that may be subject to “Best Practices
- Discuss “what’s working”
- Discuss what isn’t
- Target areas for improvement
- Working together



Insurer Relations Task Force

Thanks!
Any Questions?

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