



# Insurance Relations Committee

## Past, Present and Future

CIC 2011 Planning Session  
Palm Springs, CA



# 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.



# Committee Members

- Aaron Schulenburg, SCRS
- Adam Piper, FCC Collision
- Bob Smith, ASA MoKan
- Charles Dillard, Precision B&P
- Chris Andreoli, Progressive
- Doug Irish, MetLife
- Farzam Afshar, VeriFacts
- Gary Wano, G W and Sons
- George Avery, State Farm
- James Giles, ANPAC
- James Spears, USAA
- Jeffery Patti, Parts Check Live
- Jill Holmes, Golden State Coll.
- Joe Lacy, GEICO
- Joe Laurentino, Esurance
- John Bosin, FIX Auto
- John Prozinski, ASI Claims
- John Webb, CSi Complete
- Jordan Hendler, WMABA
- Kevork Kahwajian, Hi-Tech C&G
- Lisa Siembab, CARSTAR
- Marcy Tieger, Symphony
- Mark Allen, Mercedes-Benz
- Mark Houde, The Traveler's
- Mike Condon, Condon Cons.
- Mike Lloyd, California Casualty
- Mike Quinn, 9-1-1 Collision
- Randy Hanson, Allstate
- Richard Perry, Chief
- Rod Enlow, CCAR
- Rollie Benjamin, ABRA
- Ron Vincenzi, Oakland A/B
- Scott Biggs, APN
- Scott Krohn, ABRA
- Tony Passwater, AEII
- Victor Estorga, Estorga's

# Issues and Progress



- Developed and adopted “Best Practices” for Digital Imaging
- Reviewed most of the Trade Practices Proposals forwarded to Insurance Relations
- Conducted Panel Discussions at CIC
- Assigned some issues to respective committees (Data Privacy, Standards)



# Insurance Relations – 2011/12

- Mission: Improve the relationship between insurers and repairers
- Strategies
  - ◆ Open dialogue and communication
  - ◆ Level-setting expectations
  - ◆ Establishment and adoption of “Best Practices” when appropriate (e.g. Trade Practice Proposals)
  - ◆ Identify areas for insurers and repairers to work together for efficiencies (TP3)

# Trade Practice Proposal No. 3



## 3 - Workflow Enhancements:

Repairers and insurers should expand their collaborative efforts to improve administrative and workflow processes as a means of securing expense and cost reductions while improving repair cycle time.

We believe that all parties should work together to focus on the efficiency gains offered through processes associated with continuous production workflow (blueprinting) and other lean production techniques.



# Insurer Relations Committee

Thanks!  
Any Questions?

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