



Insurance-Repairer Relations Committee

More on Trade Practice Proposals

Rick Tuuri: Chair
Michael Lloyd: Vice-Chair
Sunny Las Vegas, NV

Committee Members



- Aaron Schulenburg, SCRS
- Al Estorga, Estorga's
- Bill Lawrence, LC Automotive
- Bill Bebinger, Nationwide
- Bob Smith, Repair Advocate
- Carl Garcia, Carl's Collision
- Charles Dillard, Precision B&P
- Chris Andreoli, Progressive
- Domenic Brusco, PPG
- Doug Irish, MetLife
- Erik Sumen, Class Auto
- Farzam Afshar, VeriFacts
- Gary Wano, G W and Sons
- George Avery, State Farm
- Jackie Hansen, American Family
- James Giles, ANPAC
- Jeffery Patti, Parts Check Live
- Joe Lacy, GEICO
- Joe Laurentino, Esurance
- John Bosin, FIX Auto
- John Palumbo, Parts Channel
- John Prozinski, ASI Claims
- John Vito, Hertz
- John Webb, CSi Complete
- Jordan Hendler, WMABA
- Kevork Kahwajian, Hi-Tech C&G
- Marcy Tieger, Symphony
- 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
- Russell Thrall, I-CAR
- Scott Biggs, APN
- Scott Krohn, ABRA
- Victor Estorga, Estorga's



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.



Insurer-Repairer Relations

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



Next Steps

- Refine Document Further, in Committee
- Distribute to CIC for input, feedback
- Incorporate into Document
- Seek approval, adoption by the body of CIC
- Define areas for insurers and repairers to work together for improvements (TP#3)



Panel Discussion, Committee Review

- Randy Hanson, Allstate Insurance
- Carl Garcia, Carl's Collision
- George Avery, State Farm
- Gary Wano, GW and Sons
- Chris Andreoli, Progressive
- Michael Lloyd, California Casualty

Progress to date (TPP)



■ Beneficial and Productive Repairer-Insurer Relationships

The following represents the combined efforts of various repairers, insurers and other stakeholders of the collision industry on key issues that impact the repairer-insurer relationship. While the recommendations contained herein are not all-inclusive, we believe they represent the most beneficial and productive approach to these issues as employed or observed by this cross-section of committed industry participants.



Beneficial Insurer-Repairer Relations

- Some repairers may want to understand the criteria of DRP and how to maintain good standing on ~~the~~ a program. Others may simply want to understand what the traits of a good non-DRP relationship are. The Collision Industry Conference (CIC) believes that the most beneficial and productive repairer-insurer relationships ~~may~~ include the following:



Beneficial Insurer-Repairer Relations

- A clear understanding between insurer and repairer, so that they respectively know what can be expected from each other to participate in, and remain on ~~the~~ a referral program or in a good relationship with each other.
- ~~An explicit outline A clear definition~~ Clear definitions of the Key Performance Indicators (KPI's) that will be used to measure performance, which are reviewed with participants regularly.
- Timely, open dialogue ~~with the repairers that are~~ between participants, ~~in the program~~ especially when ~~they~~ there is a need to improve to remain on the program, ~~or~~ referral list, or in the business agreement along with a reasonable timeframe for improvement to occur.



Beneficial Insurer-Repairer Relations

- Timely, open dialogue ~~with the~~ between repairer and insurer if the business relationship is cancelled and/or they are removed from the program or referral list, including informing ~~the shop~~ either party of the reason(s) for their removal.
- Consistency between corporate and field associates in the selection and retention of ~~repairers~~ participants in ~~the~~ a program or business relationship.
- A mutual understanding that the DRP is an “At Will” business relationship that can be terminated any time by either party.



Beneficial Insurer-Repairer Relations

- A consistent dialogue about the repair process and/or referral program, to enable clear, consistent, professional communication between the insurer and the repairer (*)
- An unbiased dispute resolution process/mechanism, ~~and~~ with a designated point of contact to resolve issues that may arise, ~~free of the fear of reprisal~~ without repercussions from either the repairer or insurer. (*)
- Communication ~~to~~ with the consumer to ensure that ~~they~~ the consumer understands the nature of the relationship between the shop and the insurer, and are aware of ~~all of~~ (please strike-through on your document) their repair options. (*)



Beneficial Insurer-Repairer Relations

- A streamlined, electronic communication process between the insurer and repairer. (*)
- An agreed-upon customer dispute resolution process where insurers and repair shops work together to resolve customer complaints. (*)

(*) With the exception of the note regarding referral programs, the expectations are consistent for a non-program repair participant.



Beneficial Insurer-Repairer Relations: Issues not yet addressed

- Vendor Selection
- Indemnification language in DRP agreements
- Adherence to repair standards
- Workflow enhancement ideas



Insurer Relations Committee

Any questions, comments?
Shall we put it to the body?
Thanks!

Rick.Tuuri@Audatex.com