



Insurance Relations Committee

More Trade Practice Proposals

Rick Tuuri - Chair
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Da' Meadowlands

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- Al Estorga, Estorga's
- Bill Lawrence, LC Automotive
- Bob Smith, ASA MoKan
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- Chris Andreoli, Progressive
- Domenic Brusco, PPG
- Doug Irish, MetLife
- Erik Sumen, Class Auto
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- George Avery, State Farm
- James Giles, ANPAC
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- John Vito, Hertz
- John Webb, CSi Complete
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- Kevork Kahwajian, Hi-Tech C&G
- 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
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- Rollie Benjamin, ABRA
- Ron Vincenzi, Oakland A/B
- Russell Thrall, I-CAR
- Scott Biggs, APN
- Tony Passwater, AEII
- 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.



Insurance 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)

Future Plans



- Update “Best Practices” for Digital Imaging
- Review the remaining the Trade Practices Proposals forwarded to Insurance Relations
- Conduct Panel Discussions at CIC
- Identify Work Flow Enhancements (TP#3)
 - ◆ 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. 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.



Panel Discussion

- **#11: Performance Based Consideration:**
- Any discounting or concessions associated with a referral relationship between insurers should always be based upon fair trade practices and legal parameters, such as volume based discounting. Discount structure and determination should be based upon an objective, measurable and auditable business agreement.



Panel Members

- Mark Houde, The Traveler's
- Aaron Schulenburg, SCRS
- Michael Lloyd, California Casualty
- Scott Biggs, APN
- Randy Hanson, Allstate
- Jordan Hendler, WMABA



Message Points for Discussion

- Customer choice is in the best interest of the consumer and the auto repair industry.
- Discounts or concessions agreed on between insurers and repairers should be documented in a format that can be reviewed by the appropriate stakeholders.
- Insurers and repairers are under no obligation to disclose business agreements unless requested by legal or regulatory agencies (or the consumer?)

Possible Verbiage for TP#11



- **#11: Referral Agreements:**
- (There are a variety of referral agreements that currently exist between insurers and repairers.) Any agreement defining a referral relationship between insurers and repairers should be based upon fair trade practices (such as volume based discounting) and within legal parameters. Agreements should be based upon an objective, measurable and auditable information, and therefore be available for review by stakeholders and legal entities as needed.



Insurer Relations Committee

Thanks!
Any Questions?

Rick.Tuuri@Audatex.com