



Insurance-Repairer Relations Committee

More on Trade Practice Proposals

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Committee Members



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- 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
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- 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)

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.



Progress to date - Continued

- Some repairers may want to understand the criteria of DRP and how to maintain good standing on the 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:



Insurer-Repairer Relationship

- 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 referral program.
- An explicit outline 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 participants in the program when they need to improve to remain on the program or referral list, along with a reasonable timeframe for improvement to occur.
- Timely, open dialogue with the repairer if they are removed from the program or list, including informing the shop of the reason(s) for their removal.



Insurer-Repairer Relationship

- Consistency between corporate and field associates in the selection and retention of repairers in the program.
- A mutual understanding that the DRP is an “At Will” business relationship.
- 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 a designated point of contact to resolve issues that may arise, free of the fear of reprisal. (*)



Insurer-Repairer Relationship

- Communication to the consumer to ensure that they understand the relationship between the shop and the insurer, and are aware of their repair options. (*)
- 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.



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)



Insurer Relations Committee

Thanks!
Any Questions?

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