



***Presentation by
the Ethics
Committee***

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Washington D.C.***



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Where we are headed

- Revisit Nashville presentation
- Need to examine some particulars of the interview
- August CIC/I-CAR meeting focus
- November CIC/NACE meeting focus



Nashville Critique

- Customer Service
- Customer Steering/Referral?
- Process Ethics
- Claims Process Elements
- Previous Meetings Denied These Actions Exist in Missouri



Perspectives

- Insurance- (Chicago CIC)
- Repairer – (Las Vegas CIC)



Chicago CIC/I-CAR

- Insurance perspective
 - ◆ What is Good
 - ◆ What is Bad or Unethical



Las Vegas CIC/NACE

- Repair Industry Perspective

- ◆ What is Good

- ◆ What is Bad or Unethical