



***Presentation by
The Ethics Committee
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What did we accomplish

- Differentiated steering versus referral
- Analyzed the pros and cons of referrals



Repairers should

- Provide consistent customer service and quality repairs
- Consider the needs of the vehicle owner while respecting the needs of the insurer
- Walk away from unethical DRP agreements



Thank You For Your Attention!



**God Bless Our Troops and God
Bless America**