

# Write it Right Committee

July 23, 2002

Fort Lauderdale, Florida

# Committee Members--2003

- **Steve Vettel** — Pacific Collision Centers — Co Chairman
- **Mike Hall** — Mercury Insurance
- **Tom Williamson** — Marina Autobody
- **Farzam Afshar** — SCRS
- **John Bosin** — Akzo Nobel Coatings
- **Tom Holmes** — Holmes Auto Body
- **Gene Scrambray** — Coparts
- **Ray Trevethan** — Automobile Club of Southern California
- **Michael Lloyd** - Cal Casualty
- **Lou Romo** – 21<sup>st</sup> Century Insurance
- **Steve Seidner** – Seidner Collision Centers
- **Bill Lawrence** – Caliber Collision Centers
- **Herb Lieberman** – LKQ Corporation
- **Tom Fleming** – Mitchell International
- **Bob Klem** -- Paint X
- **Hamid Hojati** – Insurance Collision Centers
- **Bob Matejzel** –Robert's Consulting

# Committee Members--2003

- **Bruce Yungkans** – CCC
- **Richard Fish** – Hi Tech Collision Centers
- **Ron Guilliams** – Fix Auto
- **Ed Milmeister** – All Auto Parts
- **Julius Zadravec** – Progressive Insurance
- **Kevin Caldwell** – ASA / Autobody by Caldwell
- **Bill Daley** – Allstate Insurance
- **Young Chai** – PC Net Cypress
- **Gene Anderson** – Mitchell International
- **Gary Stephen** – Autobody Resources
- **Tom Coleman** – Caliber Collision Centers
- **Steve Krause** – Grand Prix Auto Auctions
- **Karen Schoknect** – Holmes Auto Body
- **Toby Chess** – Farmers Insurance – Co Chairman

# Consumer's Guide to "The Estimate"

There are two types of written damage estimates: "Visible Damage Estimate" and "Comprehensive Damage Estimate".

# Consumer's Guide to "The Estimate"

***A Visible Damage Estimate*** is prepared when a vehicle is drivable. In this case the shop will prepare an estimate without disassembly.

# Consumer's Guide to "The Estimate"

## Characteristics of the Visible Damage Estimate:

- Damage that can be identified without disassembly
- May not be a complete estimate
- May not be able to commit to a specific delivery date

## Consumer's Guide to "The Estimate"

The Visible Damage Estimate may be all that is needed to fully identify the required repair process when all the damage is minor (i.e. dings, scratches, hail, etc).

# Consumer's Guide to "The Estimate"

***A Comprehensive Damage Estimate*** is written after a vehicle has been disassembled.



# Consumer's Guide to "The Estimate"

## Characteristics of a Comprehensive Damage Estimate:

- Vehicle is disassembled to identify possible hidden damage
- Provides a more complete estimate of repair costs
- Allows for a more accurate projection of a completion date

# Consumer's Guide to "The Estimate"

While disassembly allows for a more accurate estimate of the repair costs, this process does not guarantee the Identification of all damage.

We encourage you to discuss the estimating and repair process with us.