

Collision Industry Conference

GROUP: Information Technology Committee
EVENT: Teleconference
DATE/TIME: August 13, 2004 – 9am Central

2004 CIC IT Committee Members				
Name	Company	E-Mail	Phone	
1	Fred Iantorno*	CIECA	fred@cieca.com	847-498-6945
2	Cindy Schnier*	VeriFacts Automotive	clschnier@aol.com	630-527-9660
3	Russell Thrall*	ABRN/Collision Week	russ@thrall3.com	570-992-7635
4	Tom Adams	OEConnection LLC	tom.adams@oeconnection.com	330-523-1835
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9	Brian Hemker	Enterprise Logistics	bhemker@enterprise-logistics.com	614-488-6250
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*Co-Chair

Yellow highlight indicates participation in this teleconference

2004 IT Committee Presentation Schedule		
Date	Place	Topic
April 8/9	Nashville	CIECA 2004 Plan Update
June 9/10	Washington, DC	Part I: Exchanging Estimate Information – Same Estimating Platform
August 4/5	Chicago (I-Car)	Update on EMS Improvements
November 2	Las Vegas (NACE)	Part II: Exchanging Estimate Information – Different Estimating Platforms

PROPOSED AGENDA:

1. Introductions
2. Antitrust Statement
3. Approve previous minutes
4. Get an update on the letter
5. Review results of Chicago presentation
6. Continue preparations for Las Vegas/November
7. Next Steps
8. Adjourn

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MEETING MINUTES:

1. Fred read the Anti-Trust statement and all participants agreed to comply. Cindy agreed to be the note taker.
2. The minutes from the previous teleconference were approved.
3. All agreed that Fred's presentation in Chicago on EMS was well done and well received. Great job, Fred!
4. Cindy distributed the responses from ADP and Mitchell to the letter sent on July 17. Cindy reported that she has been in contact with CCC, but they have not yet responded to the letter, although they have indicated they would do so. Discussion ensued as to whether the Information Providers understand what the industry is actually looking for. The solutions must be "open" such that any body shop can participate (assuming appropriate security and signup requirements), regardless of whether they're on an insurer's DRP program or not. Worst case, the assignment (header) information should be accessible. There are circumstances where an independent appraiser writes the sheet or a drive-in estimate is written where shops would like to pull and start with the estimate.
5. Cindy relayed a conversation she had with an IL repairer after the CIC meeting who indicated there is no reason why a shop should start with the insurer's estimate. They discourage the "download" capability we're proposing since they believe it will encourage shops to take jobs and supplement them later, thus taking work away from shops which write a proper estimate upfront. They suggested that all shops should write the sheet themselves and then tell the insurance company/insured what the final cost is. The group agreed this is an interesting approach, but only a small percentage of shops work this way today and most try to work/start with the initial estimate, although supplements are often necessary.
6. The group discussed sending a letter to insurance companies asking whether they support this "download" functionality. It was determined that we would NOT write the letter until after NACE since if it needs to go to their legal department, insurers would likely not be able to participate on the panel or comment on an issue that's "in legal." Instead we determined to ask numerous insurers to participate on the panel and address issues such as:
 - a. Is there a privacy issue?
 - b. Does the insurer support this type of functionality?
 - c. Are their issues for access for their DRP partners vs. non-partners?
 - d. Would you provide this capability yourself? Through the information providers? Through an independent 3rd party?

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- e. Is there a cost to the insurer by not having this functionality? (e.g, cost to the industry, cost in the rate, service issue/slower customer experience)
7. Cindy suggested getting someone with a legal perspective on the panel (e.g., someone from NAI, PCI, etc.) to address privacy concerns. Also discussed was someone from an industry group such as SCRS.
8. The idea of not having the information providers participate on the panel was discussed. It may make sense to get a more specific position from them and present it rather than having them defend their solutions on the panel. This is still to be decided. If we have a 3rd party communication company on the panel, it will be Enterprise Logistics since it's their turn.
9. The following contacts will be made:
 - a. Cindy – AIG
 - b. Fred – Progressive
 - c. Russ – Liberty Mutual, State Farm, GEICO and NAI/PCI
 - d. Allstate has already agreed to participate, assuming adequate representation from other insurers
10. The meeting adjourned at 10:05am.

NEXT STEPS/ACTION ITEMS:

1. Cindy will distribute the teleconference minutes to committee members.
2. Followup with potential panelists, as assigned.

NEXT SCHEDULED TELECONFERENCE(s):

Date(s):	August 27, 2004
Time:	9am Central
Dial-In Number:	512-225-3050
Passcode:	80561
Anticipated Duration:	1 hour
Agenda:	<ul style="list-style-type: none">• Update on panel participants• Continue preparations for Las Vegas/November