

Attention Insurer Professionals

The Collision Industry Conference, CIC, Best Practices Task Force would like your help. The Best Practices Task Force has been formed to address the issue of lack of standard Direct Repair Program practices.

Currently we are focusing on administrative tasks associated with Direct Repair Programs. While each program has specific administrative requirements, we believe that there are common tasks that can work for several different insurance programs. While it may not be easy to identify them due to each company's policies and procedures, we believe that if we could standardize just a few, the benefits will have a positive impact on all involved: repairer, insurer, and customer.

Please provide us with between 3-8 administrative tasks currently required as part of your program, that you believe may be candidates for standardization (e.g. the number of photographs required, customer communication, etc.) Once we have a complete list of responses, we would like to schedule a teleconference with those that provided input to gain consensus on the tasks that might be standardized.

We realize that this is a big undertaking. However, with your input, we believe that we can make real progress. Thank you for your input and your continued support of CIC and our efforts.

Sincerely,

Collision Industry Conference
Best Practice Task Force

Please provide the following contact information (Optional):

Name _____

Title _____

Organization _____

Work Phone _____

FAX _____

E-mail _____

Enter Information Here...

Fax Information to: 847-991-6576