



Inefficiencies in Insurer & Collision Repair Facility Relationships

CIC Insurance Committee

December 3, 2003



Survey Results

Occupation

Response % Response

Collision Shop Owner/Manager	62.7%	32
Insurance Company Representative	9.8%	5
Information Provider	2.0%	1
Manufacturer	2.0%	5
Distributor	3.9%	2
Other (please specify)	11.8%	6

Total Respondents 51



In Terms of Communication, Where Can The Most Improvement Be Made?

	1	2	3	4	5	6
Establish Common Industry Template	6%	2%	8%	12%	29%	43%
Objective & Consistent Reinspection Process	14%	8%	31%	20%	18%	8%
Clearly Define Internal Audits/Reports	4%	24%	27%	29%	12%	4%
Clear Definition of Included-Not Included	18%	44%	12%	16%	6%	4%
Clearly Understood Repair Procedures and Parameters	56%	16%	12%	8%	8%	0%
Understanding T/L Procedures	2%	6%	11%	13%	28%	40%

Total Respondents 51



Other Areas to Improve Efficiencies For The Insurance Committee to Address in 2004

Third Party Desk Auditors	7.5%
P-Page Utilization	3.7%
Cycle Time	11.1%
Tear Down	3.7%
Standard DRP Guidelines	22.2%
Paint & Material Caps	3.7%
Training – ICAR Training	7.5%
Parts Utilization	7.5%
Communication	22.2%
Incomplete Estimates	3.7%
Computer Measuring	3.7%



What Is Your Current Method of Communication With Insurers

Response Rate

Fax	28.6%
E-mail	28.6%
Telephone	24.5%
Data uploads/downloads through	44.9%
Other (Face to Face, Training Classes, Seminars)	10.2%

Total Respondents 49



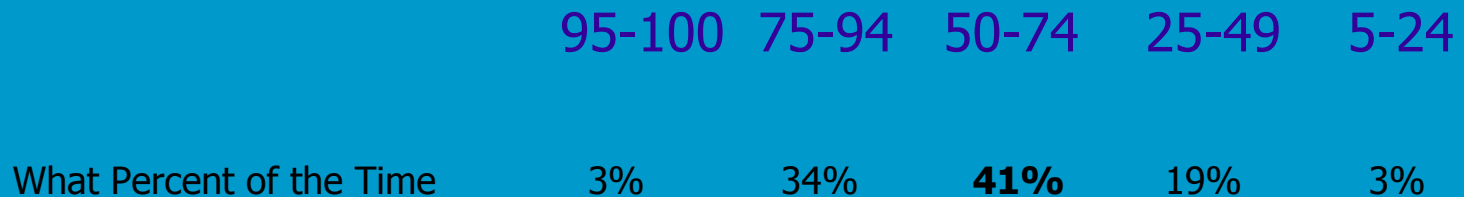
What is Your Preferred Method for Communicating With Insurers – Others

Response Rate

Fax	4.1%
E-mail	34.7%
Telephone	10.2%
Data Uploads/Downloads Through	67.3%
Other (Face to Face)	8.2%



Understanding Insurer Repair Program Requirements Are Easily Understood



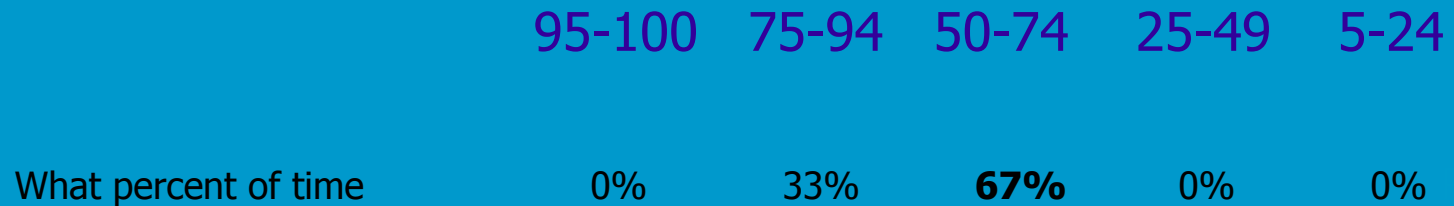


Is Your Repair Facility Affiliated with any Insurance DRP Programs

Yes	81.8%
No	18.2%

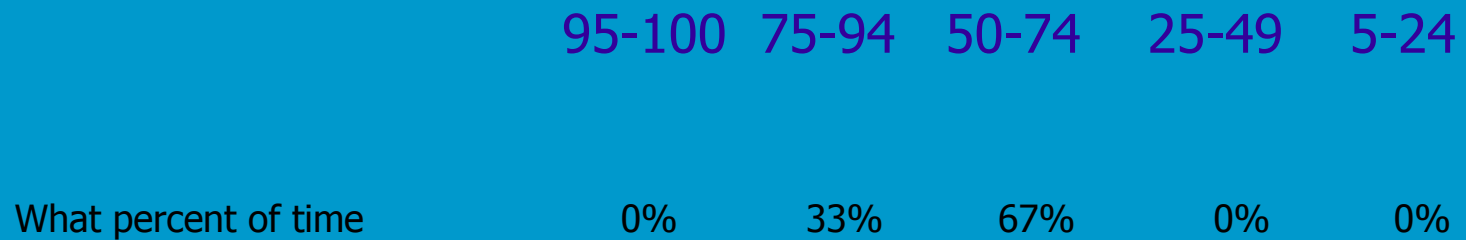


Managing Shop Relations and Effectively Communicating Policy & Procedures with Collision Repairers is Highly Effective





Is Your Company Engaged in DRP Relationships With Repair Facilities





2004 Planning Session

- * Communication
- * Standardized DRP Guidelines
- * Cycle Time
- * Other member suggestions