



2003 Overview

Presentation by the
Insurance Relations Committee
January 15th, 2004



2003 Insurance Committee

- Inefficiencies in Shop & Insurer Relations
- Desk Top Review Companies
- Two Tier Auto Insurance Policies
- Increases in Total Loss
- Number of Repairs
- Diminished Value



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- Ft. Lauderdale Meeting
 - The committee coordinated a panel discussion with 3 major desk top review companies.

ACE

ComSearch

Audit Services Inc.



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The panel discussion focused on:

- Methods of compensation
- Auditor licensing & training
- Cycle time reduction
- Parts selection process
- Electronic estimating systems



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■ Boston Meeting

- The committee developed and distributed a survey focused on Shop & Insurer communication processes and best practices.
- The results of the survey were reviewed in Orlando.



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The survey indicated the most important topics for follow up are:

- Clearly understood repair procedures
- Clear definitions of included items
- Objective & Consistent re-inspections
- Clearly defined internal audits
- Understanding total loss procedures



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OUR PLAN FOR 2004

- Development of a Best Practices document to serve as a key communication platform
- Review of potential Standardized DRP guidelines
- Improving industry cycle times through improved communication systems