



Insurer-Repairer Task Force

CIC at NACE in Las Vegas 2007



Insurer-Repairer Task Force

Current Members

- ◆ Rick Tuuri - Chair
- ◆ Stacy Bartnik
- ◆ Jack Caldwell
- ◆ Lou DiLisio
- ◆ Dale Delmege
- ◆ Tony Molla
- ◆ Tony Passwater
- ◆ Al Estorga
- ◆ Chuck Sulkala
- ◆ Roger Wright
- ◆ David Niestroy
- ◆ Mark Houde
- ◆ Robert Nesbit
- ◆ Russell Thrall III



Vision

The CIC Vision

A collision industry in which all segments work together efficiently, effectively, ethically and respectfully to enable complete and safe repair of the vehicle while facilitating the most pleasant possible experience for our mutual customer, the consumer.



Mission

Define a high-level set of Best Practices for the Collision Industry that outlines, in general terms, what can be expected of the collision repair process, from the time the incident occurs to the complete and safe repair of the vehicle, through vehicle delivery to the consumer and closure of file.



Mission

We will do this by using existing CIC work products, determining what else is needed to fulfill the Mission and developing the remaining Best Practices in conjunction with insurers and repairers and other constituents involved in the process.



Forward Plan

- Research, assemble and review existing CIC work products; assess for usability
- Submit draft for review at CIC
- Assemble the final work product
- Present to CIC for review and approval
- Add Best Practices developed by other Committees on a “go-forward”

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■ Best Practices to include

- ◆ Event/notification (FNOL)
- ◆ Towing (if applicable)
- ◆ Accident Management Provider (if applicable) - ???
- ◆ Contact Insurer
- ◆ Contact/determine Repairer
- ◆ Estimate Preparation (insurer or repairer)

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- Best Practices to include
 - ◆ Authorization for Repair (written, signed)
 - ◆ Total reimbursement, replacement (state regulatory)
 - ◆ Third Party claims (if applicable)
 - ◆ Repair process
 - ◆ Including Parts Procurement
 - ◆ Delivery of repaired vehicle
 - ◆ Claim closure



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- Working draft for review
- Mix of repairers and insurers
- Rolling up our sleeves and getting it done
- Hope to be complete by January CIC (?)
- Contact: Rick.Tuuri@Audatex.com



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Thank you!

Thanks to the members of the Task Force !

Any questions?

I didn't think so...