



# Insurer-Repairer Relations Committee

Atlanta, GA

April, 2015

- Aaron Schulenburg, SCRS
- Al Estorga, Estorga's
- Anthony Klein, eSurance
- Barry Dorn, Dorn's AutoBody
- Bill Bebinger, Nationwide
- Bill Lawrence, LC Automotive
- Bob Smith, Repair Advocate
- Brett Downs, 1800Radiator
- Carl Garcia, Carl's Collision
- Chris Andreoli, Progressive
- Chris Donnelly, Bodyworks Collision
- Chris Northup, G, D and C
- Darrell Amberson, LaMettry's
- Derrick Garza, CynCast
- Domenic Brusco, PPG
- Doug Graff, State Farm
- Doug Irish, VeriFacts
- Erik Sumen, Class Auto
- Farzam Afshar, VeriFacts
- Frank Laviola, Enterprise Leasing
- Gary Wano, G W and Sons
- Guy Maniscalco, Collision Centers of America
- Joe Lacy, GEICO
- Joe Laurentino, Esurance



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- John Palumbo, Parts Channel
- John Prozinski, ASI Claims
- John Vito, Hertz
- Jordan Hendler, WMABA
- Kevork Kahwajian, Fix Auto
- Liz Stein, APN
- Marcy Tieger, Symphony Advisors
- Mark Allen, Audi
- Mark Houde, The Traveler's
- Mike Condon, Condon Consulting
- Mike Lloyd, California Casualty
- Mike Manika, CarFax
- Michael Quinn, u-Parts
- Patrick O'Neill, Body Shop Revolution
- Peter James, ICC Group
- Randy Hanson, Allstate
- Richard Perry, Chief
- Rod Enlow, CCAR
- Ron Vincenzi, Oakland Auto Body
- Russell Thrall, Quandec
- Vatche Derderian, Fix Auto Pasadena and Whittier



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*A collision industry in which all segments work together to enable a complete, safe, and quality repair.*



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# Insurer-Repairer Relations

- Mission: Improve the relationship between insurers and repairers
- Strategies
  - ◆ Open dialogue and communication
  - ◆ Level-setting expectations
  - ◆ Establishment and adoption of Best Practices/Most Beneficial Practices when appropriate
  - ◆ Identify areas for insurers and repairers to work together for efficiencies



# Rental/Repair Expectations & Customer Satisfaction

Atlanta, 2015

# Sub-Committee Members

Darrell Amberson, LaMettry's\*

Christopher Andreoli, Progressive Insurance\*

Dominic Brusco, PPG

Frank LaViola, Enterprise Rent A Car\*

Curtis Nixon, Update Promise\*

Patrick O'Neill, Bodyshop Revolution\*

Aaron Schulenburg, SCRS\*

McKenzie Spalding, Choice Rental\*

Marcy Tieger, Symphony Advisors

John Vito, Hertz \*

\*Panelists

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Thank you!



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