



# Governmental Committee

**OUR GOVERNMENT**

More or Less, What Works Best?

Phoenix 2013

# COMMITTEE MEMBERS

JANET CHANEY, CHAIR

STEPHEN REGAN, VICE-CHAIR

DAVE McCLUNE

HERB LIEBERMANN

CHRIS ANDREOLI

HOWARD BATCHELOR

JEANNIE SILVER

RICK TUURI

RON REICHEN

STEVE DANIELS

TIM ADELMAN

BOB SMITH

CHRIS DONNELLY

BRUCE HALCRO

ROD ENLOW

- Cave Creek Business Development
- Regan Strategies
- California Autobody Association
- LKQ Corp
- Progressive Insurance
- Georgia Collision Industry Assoc.
- CARSTAR; Mundelein
- Audatex (A Solera Company)
- Precision Body and Paint
- LaMettry's Auto Body
- ABRA Auto Body & Glass
- Storm Appraisal
- Bodyworks Collision
- Capitol Collision
- Coordinating Committee for Automotive Repair (CCAR)



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# PRESENTATION PANELIST

RICK TUURI - Audatex (A Solera Company)

RANDY HANSON - Allstate Insurance  
Company

COLETTE BRUCE - Team Safety

DAVE McCLUNE - California Autobody Assoc.

EILEEN SOTTILE - LKQ Corporation



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# OUR GOVERNMENT

“More or Less.” What Works Best?

**PART ONE - INDIVIDUAL TOPIC DISCUSSIONS**

**PART TWO - GOVERNMENTAL SCORECARD, AND  
STATE V. FEDERAL GOVERNMENT OVERSIGHT**

**PART THREE - CAN WE DO A BETTER JOB POLICING  
OURSELVES?**



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## **PART ONE - INDIVIDUAL TOPIC DISCUSSIONS**

# **STEERING (or Deceptive Referral)**

**SIX STATES have laws that prohibit unsolicited insurer recommendation. Does this help, or hinder, the overall claims and repair process?**

**ALABAMA - CONNECTICUT - MASSACHUSETTS -  
OKLAHOMA - RHODE ISLAND - SOUTH CAROLINA**



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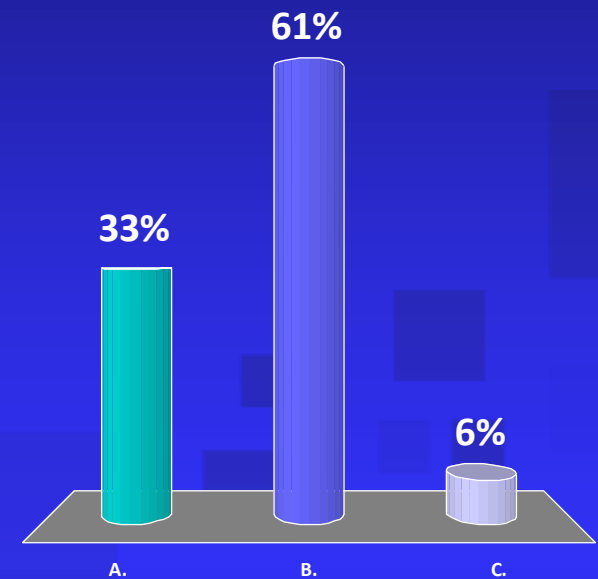


## PART ONE - INDIVIDUAL TOPIC DISCUSSIONS

# STEERING (or Deceptive Referral)

Should the government prohibit individuals involved in a claims process to make a repairer recommendation to a policyholder?

- A. Yes
- B. No
- C. Abstain



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## **PART ONE - INDIVIDUAL TOPIC DISCUSSIONS**

# **REPLACEMENT PARTS (Alternative New, Used, or Original Equipment)**

**SIX STATES have no laws that govern the use of alternative parts. Does this help, or hinder, the overall claims and repair process?**

**ALASKA - DELAWARE - MONTANA - NORTH DAKOTA - VERMONT - SOUTH CAROLINA**



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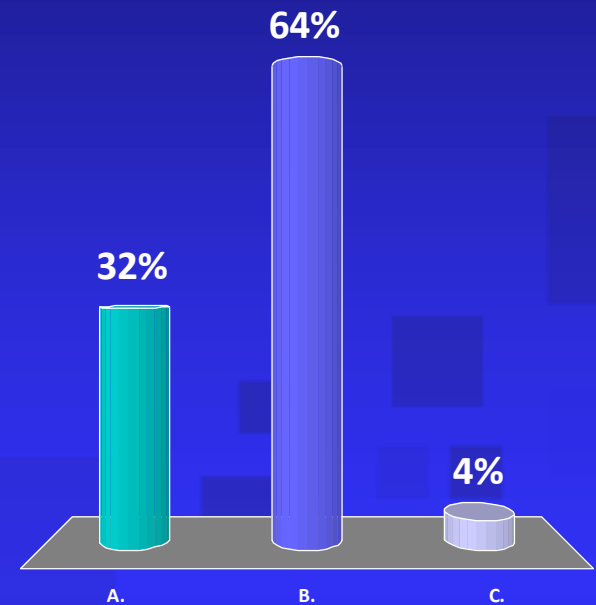
# PART ONE - INDIVIDUAL TOPIC DISCUSSIONS

## REPLACEMENT PARTS

(Alternative New, Used, or Original Equipment)

Should the government regulate how, when, and if alternatives to new original equipment replacement parts are used?

- A. Yes
- B. No
- C. Abstain



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# PART ONE - INDIVIDUAL TOPIC DISCUSSIONS

## ENVIRONMENTAL & OSHA

**Too Much?**

**Too Little?**

**Just About Right?**



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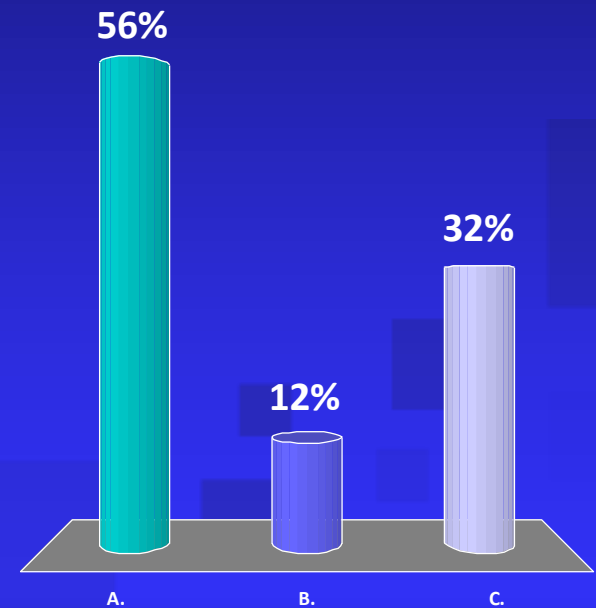


## PART ONE - INDIVIDUAL TOPIC DISCUSSIONS

# ENVIRONMENTAL & OSHA

What do you think about the level of governmental oversight and regulation regarding environmental and safety laws?

- A. Too Much?
- B. Too Little?
- C. Just About Right?



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# PART ONE - INDIVIDUAL TOPIC DISCUSSIONS

## LABOR RATE

SHOULD THE GOVERNMENT REGULATE THE LABOR RATE THAT AN INSURER IS REQUIRED TO PAY A REPAIRER?

(and if so.....)

SHOULD THE GOVERNMENT REGULATE THE LABOR RATE THAT A CONSUMER IS REQUIRED TO PAY A REPAIRER?

## PROS AND CONS



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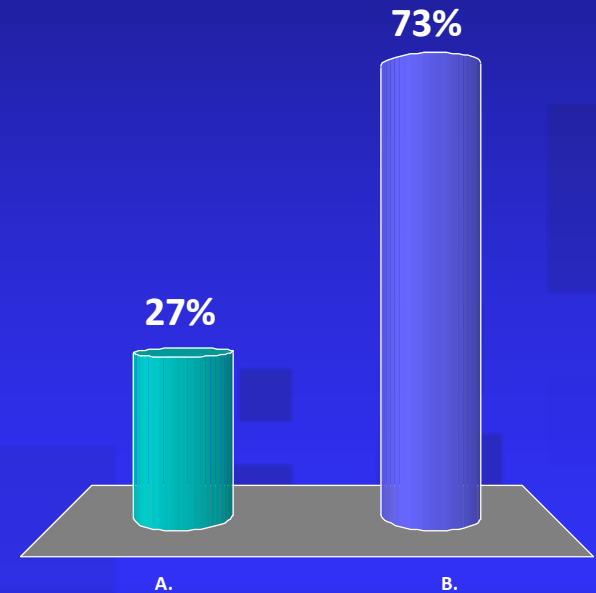
## PART ONE - INDIVIDUAL TOPIC DISCUSSIONS

# LABOR RATE

Should the government regulate what a repairer is paid for labor?

A. Yes

B. No



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# PART TWO

## GOVERNMENTAL SCORECARD

**HOW WELL ARE THE LAWS AND REGULATIONS  
GOVERNING THE COLLISION REPAIR INDUSTRY  
WORKING?**

**Do we need more laws?**

**Do we need better enforcement?**



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