



Governmental Committee

OUR GOVERNMENT

More or Less, What Works Best?

Boston 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
- AudaExplore, 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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Please indicate which stakeholder group you represent:

1. Repairer
2. Insurance Company
3. Vehicle Manufacturer
4. Supplier
5. Industry Consultant
6. Other



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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)

AUDIENCE QUESTION?????

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)

AUDIENCE QUESTION?????

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

AUDIENCE QUESTION?????

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

AUDIENCE QUESTION?????

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

YES

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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PART TWO

FEDERAL OR STATE OVERSIGHT

**SHOULD THE FEDERAL GOVERNMENT HAVE
PRIMARY JURISDICTION OVER THE INSURANCE
AND COLLISION REPAIR INDUSTRY?**



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PART TWO

GOVERNMENTAL SCORECARD

AUDIENCE QUESTION?????

Do we need more laws?

Do we need better enforcement?

Do we need both?

FEDERAL OR STATE OVERSIGHT

AUDIENCE QUESTION?????

Federal?

State?



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PART THREE

CAN OUR INDUSTRY DO A BETTER JOB OF POLICING ITSELF?

WHO WOULD HAVE PRIMARY RESPONSIBILITY?

HOW WOULD THEY DETERMINE APPROPRIATE CONDUCT AND/OR
STANDARDS THAT INDUSTRY STAKEHOLDERS WOULD ABIDE BY?

HOW WOULD THEY ENFORCE ACTIONS AGAINST VIOLATORS?



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PART THREE

CAN OUR INDUSTRY DO A BETTER JOB OF POLICING ITSELF?

AUDIENCE QUESTION?????

A. YES?

B. NO?



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