

Best Practices Guidelines

The **Collision Industry Conference Insurer-Repairer Task Force**, a dedicated volunteer group of insurers, repairers, and industry partners have produced a set of working guidelines that represent:

A consensus on how to work together for the benefit of the vehicle owner using good faith business practices and mutual respect in the event of a collision or an event that results in the need for collision repair

Now the members of the Collision Industry Conference ask that all responsible repairers and insurers endorse and adopt common-sense practices.

NOTE: This is a “living” document, designed to be modular in approach. It is intended to be global in nature and will provide the framework for all collision industry Best Practices. This is a draft and is not intended to be acted upon in any way other than review and comment from interested industry colleagues.

1. Event Notification

a. Insurer

- i. Receives notification from insured/claimant
- ii. Take the notice of loss
- iii. Verify and inform insured/claimant of coverage and rights pertaining to the claim
- iv. Inform insured/claimant of actions to be taken, who is responsible

b. Repairer

- i. Repairer is contacted by consumer and/or insured/claimant
 1. Ensures that the insurer has been informed (if applicable)
 2. Inspect and communicate damage and recommended repair process to consumer and/or insured/claimant and insurer
 - a. Repair v. replace
 - b. Parts to be used
 3. Photograph vehicle
 4. Protect from additional damage as possible
 5. Obtain repair authorization
 6. Disassemble vehicle to determine parts and labor required for repair
 7. Order parts
 8. Establish target delivery date and begin repair
 9. Keep consumer informed of progress, repair process and any change in status or associated costs
- ii. Repairer is contacted by insurer (separate DRP/non-DRP) (drivable v. non-drivable)
 1. Contact consumer and/or insured/claimant
 2. Inspect and communicate damage to insured/claimant and insurer
 3. Photograph vehicle
 4. Protect from additional damage
 5. Obtain repair authorization
 6. Disassemble vehicle if required
 7. Order parts, determine anticipated delivery date for parts
 8. Schedule start date
 9. Establish target delivery date for vehicle and begin repair
 10. Inform consumer and/or insured/claimant of actions to be taken, responsible party including:
 - a. Estimate process
 - b. Repair options
 - c. Repair
 - d. Towing (if applicable)
 - e. Payment amount and timing
 - f. Replacement/rental vehicle options/substitute transportation

2. Best Practices: Pre-Production (prior to repair)
 - a. Obtain vehicle (tow-in v. drive-in)
 - b. Determine if the vehicle is safely drivable v. non-drivable
 - c. Perform vehicle drop-off inspection (with vehicle owner)
 - d. Obtain signed repair authorization
 - e. Process appropriate forms (legal, regulatory, other)
 - f. Non-drivable
 - i. Disassemble to determine damage and complete repair plan (if applicable)
 - ii. Determine type of parts to be used in repair
 - iii. Communicate to consumer and/or insured/claimant any changes in repair plan, type of parts to be used, all relevant repair information
 - iv. Obtain repair authorization
 - v. Order parts
 - vi. Establish and communicate estimated completion date
 - vii. Schedule for repair
 - g. Drivable
 - i. Determine type parts to be used in repair
 - ii. Communicate to consumer and/or insured/claimant any changes in repair plan, type of parts to be used, all relevant repair information
 - iii. Obtain repair authorization
 - iv. Order parts
 - v. Establish and communicate estimated completion date
 - vi. Schedule for repair
3. Repair Process
 - a. Complete disassembly and audit estimate to determine damage and complete repair plans
 - i. Communicate any changes to consumer and/or insured/claimant and/or insurer, if applicable
 - b. Receive, inspect and validate parts
 - c. Determine and communicate any changes to consumer and insurer, if applicable
 - d. Communicate progress to consumer and/or insured/claimant including target completion date on a regular basis
 - e. Verify payment process including deductible
4. Pre-Delivery Process
 - a. Perform pre-delivery inspection to ensure complete, safe and proper repair
 - b. Road test vehicle if required
 - c. Clean/detail vehicle
 - d. Reconcile parts list, repair order and damage estimate
5. Delivery of Vehicle
 - a. Schedule delivery time with consumer and/or insured/claimant
 - b. Present vehicle to owner, confirm and review repairs
 - c. Present consumer and/or insured/claimant with estimate, repair order, warranty
 - d. Transmit, deliver final package to insurer if required, including any regulatory requirements, if applicable.
6. Post-Delivery Process
 - a. One or two days after pick-up/delivery of vehicle, contact consumer and/or insured/claimant to ensure satisfaction with repairs
 - b. Respond accordingly to any issues that may have to be dealt with.
 - c. Ensure that a CSI survey is performed whether by the repairer, insurer or a third party.