



### **Beneficial and Productive Repairer-Insurer Relationships**

The Collision Industry Conference (CIC) believes that the most beneficial and productive repairer-insurer relationships include the following:

- *A clear understanding between insurer and repairer, so that they respectively know what can be expected from each other to participate in, and remain on a referral program, or in a good business relationship with each other.*
- *A clear definition of the Key Performance Indicators (KPI's) that will be used to measure performance, which are reviewed with participants regularly.*
- *Timely, open dialogue between participants, especially when there is a need to improve to remain on a program, referral list, or in the business agreement, along with a reasonable timeframe for improvement to occur.*
- *Timely, open dialogue between repairer and insurer if the business arrangement is cancelled, and/or they are removed from a program or referral list, including informing either party the reason(s) for their removal.*
- *Consistency between corporate and field associates in the selection and retention of participants in a program or business relationship.*
- *A mutual understanding that the DRP is an "At Will" business relationship that can be terminated at any time by either party.*
- *A consistent dialogue about the repair process and/or referral program, to enable clear, consistent, professional communication between the insurer and the repairer (\*)*
- *An unbiased dispute resolution process/mechanism with a designated point of contact to resolve issues that may arise without repercussions from either the repairer or the insurer.*
- *Communication with the consumer to ensure that the consumer understands the nature of the relationship between the shop and the insurer, and are aware of their repair options. (\*)*
- *A streamlined, electronic communication process between the insurer and repairer. (\*)*
- *An agreed-upon consumer dispute resolution process where insurers and repair shops work together to resolve consumer complaints. (\*)*

(\*) With the exception of the note regarding referral programs, the expectations are consistent for a non-program repair participant.

#### **Not yet addressed:**

- **Vendor Selection**
- **Indemnification language in DRP agreements**
- **Adherence to repair standards**
- **Workflow enhancement ideas**