



- Confirm loss report to Ins. Company
- Obtain claim number
- Customer's needs assessed
- Write estimate



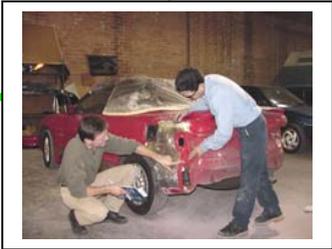
A typical process showing the many steps necessary to repair your vehicle.

- Coverage confirmed
- Payment policy reviewed
- Project completion date
- Repair order signed

Review estimate with Insurance Co (if applicable) for approval

- Parts ordered
- Parts received

REPAIR PROCESS BEGINS



Vehicle is disassembled and re-inspected

Supplement written (if necessary):

- Revised completion date
- Customer informed



REPAIRS CONTINUE



Vehicle inspected prior to painting



Vehicle primed, sanded, Sealed, and masked

Vehicle painted



Vehicle is assembled
Vehicle cleaned
Final Inspection



Repairs completed
Customer notified



Review repairs with customer to make sure needs are met