



Repairers and Insurers: Lets discuss estimating successes and challenges

Estimating Committee

Presented by:

Chair- Danny Gredinberg

Co-chair- Roger Cada



Estimating Committee Members

- Aaron Schulenburg - SCRS
- Andrew Batenhorst – Pacific BMW Collision
- Barry Dorn – Dorn's Body and Paint
- Budd Center – I CAR
- Cody Rinaudo – Franks Accurate Body Shop
- Danny Gredinberg (Committee Chairman) – Database Enhancement Gateway
- Daniel Panduro – Fix Auto
- Daniel Williams – MOTOR
- David Willett – Spark Underwriters
- Erin Solis – Certified Collision Group
- Georgiana Goncerenco – Certified Collision Group
- Ian Morton- Fix Auto
- Jerry Gastineau – Mitchell
- John McDonald – MOTOR
- John Strong- Mitchell
- Ken Ruppert – Accountable Estimating
- Ken Ruppert – Accountable Estimating
- Mike Anderson – Collision Advice
- Michael Bergeron - MOTOR
- Michael Bradshaw – KM Collision
- Mitchell Koop – MOTOR
- Rich O’Leary – Fix Auto
- Robert Toles – Retired from MOTOR
- Roger Cada (Co-Chair) – Accountable Estimating
- Ron Reichen – Precision Body and Paint
- Scott Ayers – Dorn's Body and Paint
- Scott Ellegood – Accountable Estimating
- Steve Bielecki - MOTOR
- Steve Krieps – Collision Safety Consultants WV
- Tom Hollenstain – TLH Consulting
- Tracy Dombrowski – Collision Advice
- Wayne Krause- Mitchell
- Will Lattuff – Lattuff Brothers Autobody





Mission Statement

To document and discuss estimating processes that will improve the way the collision repair industry documents damage, and accounts for the necessary required operations to make the vehicle owner whole and to restore the safety, functionality and quality of damaged vehicles in for repairs.





Vision Statement

“To reach a consensus among all industry stakeholders, that in order to truly define a safe and proper repair, the information the vehicle possesses must be leveraged to its capacity, and any decision affecting the repair planning of a vehicle must be free of stakeholder bias or financial hindrance, because any intervention or deviation from this standard puts the consumer at risk.”





Panelists

- **Connie Hutton – Erie Insurance**
- **Erin Solis – Certified Collision Group**
- **Leroy Hamilton – Acuity Insurance**
- **Ron Perretta – Professionals Auto Body**
- **Rob Wagner – Rob Wagner Auto Body**

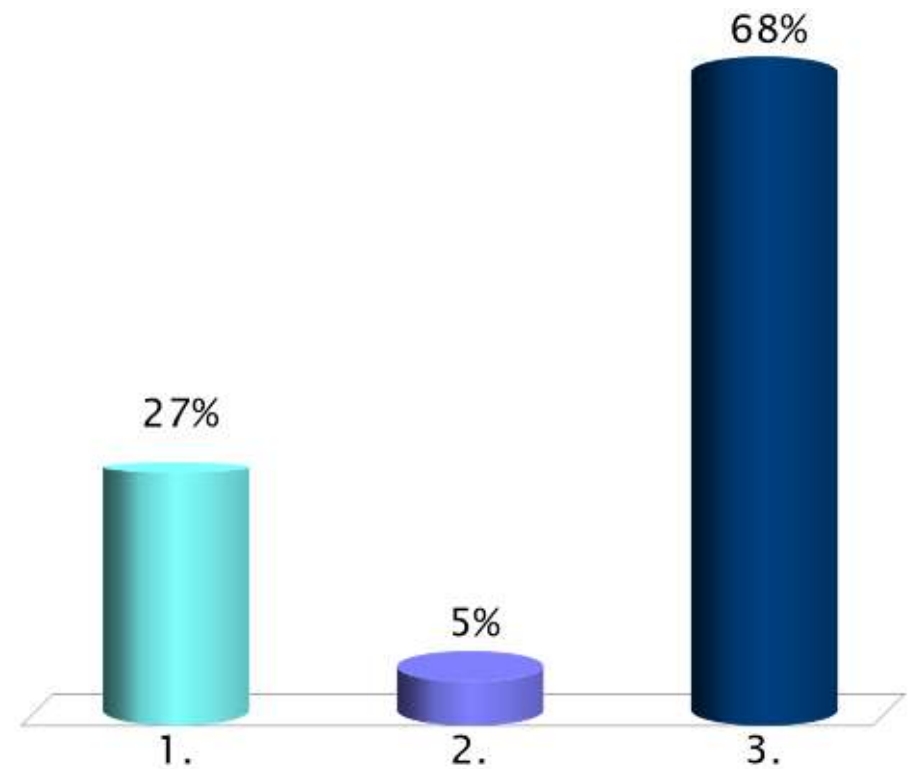


Audience Response Question: Who do you represent?

1.Repairer

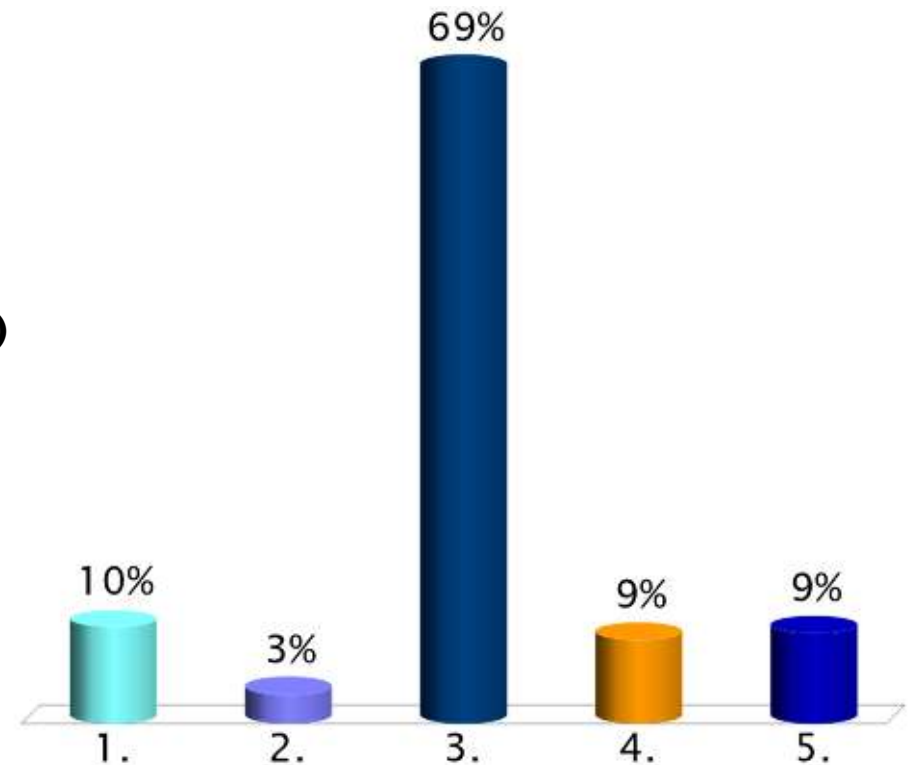
2.Bill Payer

3.Other



Audience Response Question: When creating a repair plan, which of the following is important?

1. Photos
2. Line Notes
3. OEM repair procedures
4. Estimating system guides (P Pages)
5. Notes about discussions Example:
Between Repairer, customer and insurer





What is Friction?

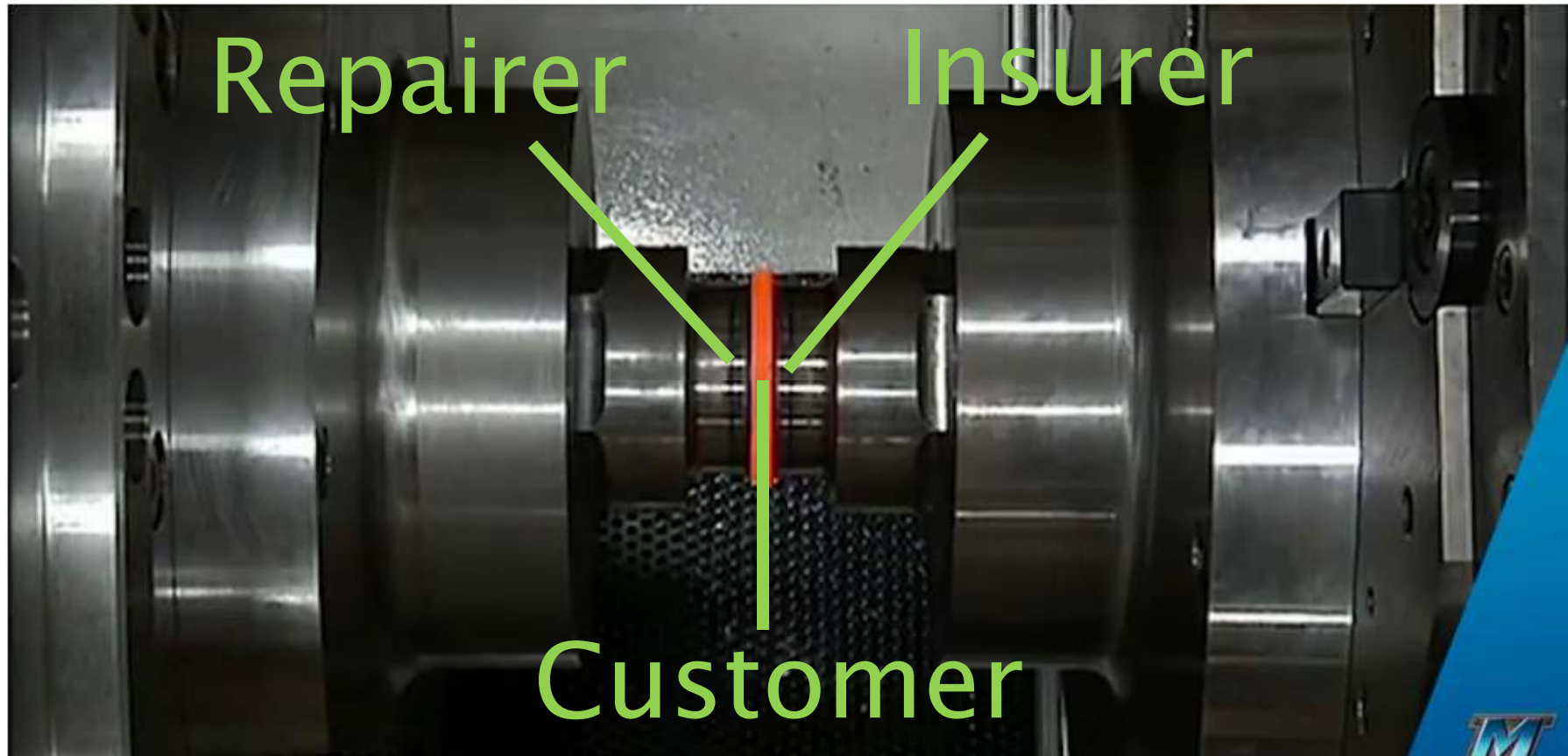


www.MTIWelding.com



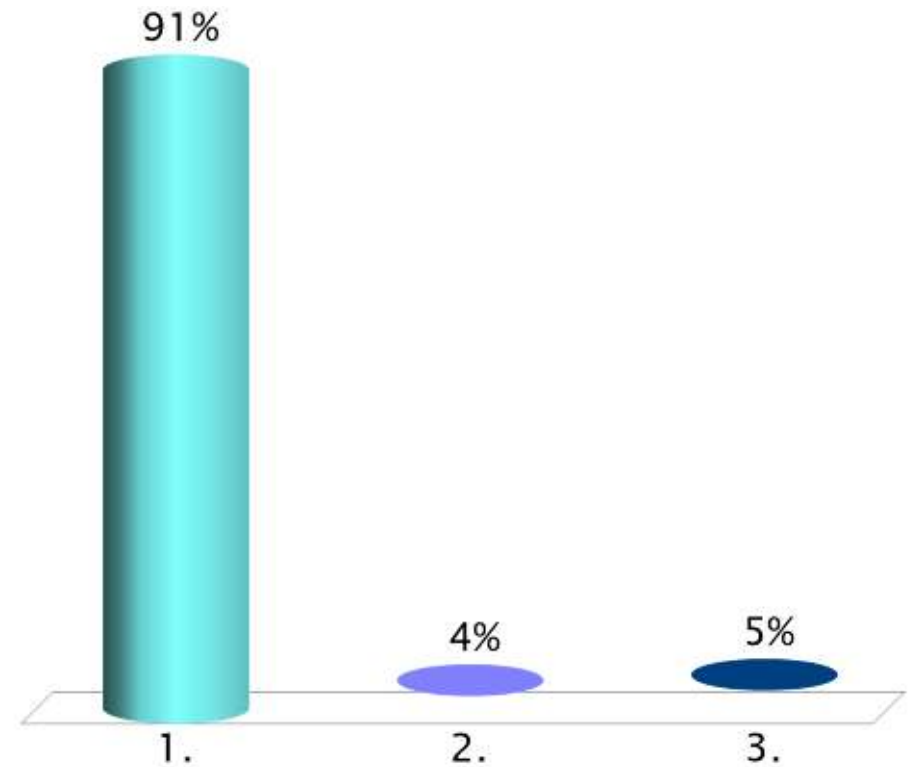


Stuck in the middle






Audience Response Question: Is there “FRICTION” between repairers and bill payers?

1. Agree
2. Disagree
3. Abstain





Discussion Points

-  • What do you view as the difference between an estimate and a repair plan?
-  • What is the hardest part of developing the document you are responsible for building?
-  • If you could change one thing about the damage documentation process, what would it be?



Discussion Points

- **What makes it the easiest for you to accept/approve an operation?**
- **What are the hardest repair operations for you to approve, and why?**
- **What is the most challenging part of your job?**



Don't be Shy

