



CANADIAN COLLISION INDUSTRY FORUM



Fast & Furious 2: Insurer Panel

**Larry Jefferies
January 29 2016**

Fast and Furious – an insurer perspective



Managing many dynamics

- NPS – Customer experience
- Brand
- Claims cost
- Underwriting challenges
- Loss ratio
- Catastrophic events
- Consolidation
- Regularity & Legislative changes

The repair dynamic

- We have heard a lot of information over the last two days from OE's and repairers.
- Ensuring that we are engaging the insurers in the discussion matters.
- This is our opportunity to listen and begin to understand what's on their minds relative to the current topics.

Please Welcome our Panel

Tony Mammone – Director, Claims RBC Insurance

Tony Sutera-Sardo - National Vendor Manager (APD),
RSA / Johnson

Luc Ruest -National Vendor Manager, TDI Auto
Preferred Partner Network

Insurer Panel Discussion

- In the repair panel discussion, we discussed the challenges with effectively managing the balance between the KPI's established by insurers and the required OE repair recommendations.
- Do you believe that the current repair guidelines may need adjusting to more accurately reflect the changes in the repair process going forward?

Insurer Panel Discussion

- Share future plans relative to the amount of training your staff receives given the need to remain current during this period of dramatic change in technology, repair techniques and equipment required.

Insurer Panel Discussion

- Pre repair scans should become standard on most, if not, all vehicles during the damage assessment process.
- If it is not already, will you consider including this procedure in your guidelines and adjust your KPI's accordingly?

Insurer Panel Discussion

- Repairers are relying on correct repair information from OE subscription sites to ensure proper repairs.
- In your opinion, should insurers be subscribing to the OE information sites?
- What about compensating repairers for the subscriptions as a line item on the appraisal?

Insurer Panel Discussion

- There continues to be a significant number of vehicles repaired at facilities that are not necessarily qualified.
- Are there concerns on the quality of the repairs at these facilities?
- Any thoughts on educating the consumer when you may be aware of the risk associated with the choice of repairer the consumer makes.

Insurer Panel Discussion

- OE Certified repair programs are experiencing rapid growth in Canada.
- Do you think these programs will influence or impact on your choice of repair facilities in the future?