



Press Release

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FOR IMMEDIATE RELEASE

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SCRS Circulates Petition in Support of Two-Way Information Exchange Between Like Estimating Systems

Richland, WA, November 24, 2004 — The Society of Collision Repair Specialists (SCRS) is circulating a petition in support of two-way communication between like estimating systems. This is the ability to electronically transmit and receive the vehicle owner's assignment information, estimate, supplement or attachment(s) between one or more service providers (repairer, insurer, appraiser, etc.) with the same collision estimating software, regardless of whether a DRP relationship exists between the companies.

"Two-way communication, as SCRS defines it, would eliminate many of the inefficiencies inherent in the current claims handling process, most specifically the re-keying of the estimate," states Lou DiLisio, SCRS Chairman. The most frequent example of duplicate entry occurs when a customer walks into a repair facility with a hard copy of an insurance estimate. At that point, the collision repairer must take the time to re-enter administrative data and estimate lines and potentially reconcile any differences. Adds Dilisio, "In some instances, a repairer will spend twice the amount of time matching up estimate dollar amounts as he or she will to re-key the data."

The SCRS petition asks the information providers to engineer into their products the kind of functionality used by most home and business software. "When two people in two different locations use the same word processing software," says Lou DiLisio, "no one thinks twice about sending files back and forth via e-mail, and then opening, reading, printing and editing them. We're asking the information providers to allow something that isn't much different."

Two-way file transfer is currently being utilized by one insurer, although only for participants of their DRP network. SCRS believes a more open approach could result in significant time and money savings for repairers, independent appraisers and insurers alike.

"Preliminary research by the Information Technology Committee of the Collision Industry Conference (CIC) reports an average of 27 minutes to re-key an estimate," states SCRS Executive Director Dan Risley. "The price of the redundancies is astounding. If you assume that the average repair facility re-keys one estimate per month or twelve per year—a conservative guess—the cost to the industry is millions annually."

The topic garnered additional attention at the August Collision Industry Conference (CIC) in Chicago, when CIC's Information Technology Committee moderated a panel discussion which included representatives from most of the major information providers. At that time, the industry formally requested that the information providers take a serious look at the subject and come up with a solution.

When little visible progress surfaced over the next few months, the Information Technology Committee scheduled another panel discussion on the same subject for the November CIC meeting during NACE week. This time, members of the insurance community and SCRS were included to unify the industry's support. As a further endorsement of this issue, SCRS developed an industry petition which was available at the SCRS booth during the NACE show. By the end of the exposition, SCRS had collected over 300 signatures representing various industry segments, including insurers. A vigorous e-mail campaign has since been initiated, resulting in an excess of 2,000 supporters, including, as of the time of this press release, the following SCRS Affiliate Associations:

- Alabama Collision Repair Association
- Arizona Collision Craftsmen's Association
- ASA of Michigan
- Automotive Body Painting Association of Hawaii
- Central Mass Auto Rebuilders Association
- Indiana Auto Body Association
- Massachusetts Auto Body Association
- Missouri/Kansas Chapter of SCRS
- Nebraska Auto Body Association, Inc.
- North Dakota Auto Body Association
- Washington Metropolitan Auto Body Association
- Wisconsin Auto Collision Technicians Association, Ltd.

SCRS is not blind to the potential security and privacy issues involved with data transfer, but it also acknowledges that technical advances have made it possible to secure sensitive information in an online environment at high volumes. "Two-way communication benefits all involved in the claims process—there's no downside provided security and privacy issues are addressed," says DiLisio. "Uniting the various industry segments to address workflow inefficiencies through technology is a great example of our motto, 'Working Together Is The Most Important Work We Do.'"

If you are in support of the information providers providing two-way communication, SCRS encourages you to e-mail your endorsement to Dan Risley at drisley7@comcast.net. Your name will be added to our petition. You can reach Dan at (708) 598-3384 with additional comments or questions.

Through its direct members and 29 affiliate associations, SCRS is comprised of 5,000 collision repair businesses and 58,500 specialized professionals who work with consumers and insurance companies to repair collision-damaged vehicles. Additional information about SCRS including news releases is available at the SCRS website: www.scrs.com. You can e-mail SCRS at the following address: scrs1@aol.com.

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