



COLLISION INDUSTRY CONFERENCE BEST PRACTICES GUIDELINES COMPARISON

SceneExchange provides coverage in each segment of the new guidelines.

| | Event Notification | Best Practices | Repair Process | Pre-Delivery Process | Delivery of Vehicle | Post-Delivery Process |
|-----------|--------------------|----------------|----------------|----------------------|---------------------|-----------------------|
| Coverage? | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

SE STEP #
1.
REPORT

CORESPONDS TO EVENT NOTIFICATION (CIC BEST PRACTICE #1)

- Inform insured/claimant of actions to be taken, who is responsible—SceneExchange notifies the insured/claimant of actions to be taken automatically at each step of the repair process.

SE STEP #
2.
ESTIMATE

CORESPONDS TO EVENT NOTIFICATION (CIC BEST PRACTICE #1)

- Inspect and communicate damage and recommended repair—SceneExchange has an independent appraiser inspect the vehicle, write an estimate and take photographs which are shared with all parties on the SceneExchange site.

SE STEP #
3.
PROPOSAL

CORESPONDS TO EVENT NOTIFICATION (CIC BEST PRACTICE #1)

- Establish target delivery date and begin repair—The repair shop establishes the start date and end date of the repair prior to being selected by the vehicle owner to perform the repair.

SE STEP #
4.
SELECT

CORESPONDS TO EVENT NOTIFICATION (CIC BEST PRACTICE #1)

- Repairer is contacted by consumer and/or insured/claimant—the vehicle owner selects a shop to perform their repair within SceneExchange based upon prior users feedback, the shops qualifications and certifications, and the start and end dates proposed by the shop. All parties are made aware of the shop selection via notification from SceneExchange.

SE STEP #
5.
REPAIR

CORESPONDS TO EVENT NOTIFICATION, BEST PRACTICES, REPAIR PROCESS, PRE-DELIVERY PROCESS (CIC BEST PRACTICES #1, 2, 3 AND 4)

- Communicate any changes to the repair plan and all relevant repair information—The repair shop can enter updates in SceneExchange for the insurer and vehicle owner to access 24/7.
- Reconcile parts list, repair order and damage estimate—The repair shop has access to the estimate prior to submitting a proposal on the job and all throughout the repair process from within the SceneExchange site.

SE STEP #
6.
DELIVER

CORESPONDS TO DELIVERY OF VEHICLE (CIC BEST PRACTICE #5)

- Present consumer and/or insured/claimant with estimate, repair order, warranty—The vehicle owner has access to the estimate and photos 24/7 on the SceneExchange site.
- Schedule delivery time with consumer and/or insured/claimant—The repair shop updates SceneExchange when the repair is complete and the insurer and vehicle owner are automatically notified.

SE STEP #
7.
FEEDBACK

CORESPONDS TO POST-DELIVERY PROCESS (CIC BEST PRACTICE #6)

- One or two days after pick-up/delivery of vehicle, contact consumer and/or insured/claimant to ensure satisfaction with repairs—SceneExchange requests feedback to be left by the vehicle owner upon repair completion. This can be viewed immediately by the repair shop. The repair shop can run a report to view their feedback ratings and compare their ratings to shops in the county and state. (coming soon)