

Apprentice Class Information

Thursday 1:00pm to 5:00pm Oct 11th 2018 Cleveland
Room --- Calypso on 6th Floor

- Introduction—I think we need to get a basic understanding of the audience. We know most of them, but I would like to get some ideas on experience and knowledge. Also, we (Tom and I) can provide our CV's so they can understand why we have been asked to speak and maybe this will help generate them to feel better about asking questions.
- General loss notice review (Accord Form). Why this is good for information, not used for coverage or FOL. I have plenty of examples I can redact PPI info.
- Review of the loss assignment. Again, I have examples. Read it thoroughly, follow all assigned tasks.
- Diary's. Why they are so important to the company. Critical timelines, ect.
- Basic Policy review. (Nothing in depth, will let Betty's seminar handle that). But why they need to understand the form (policy) that is presented ie Named insured, Loss Payee Clause, Towing Limits, ACV/RCV, Stated Value, Co-Insurance, ect.
- First Contact with the insured and setting up the claim. What is needed from the insured? How to answer a direct question without committing to coverage. Prepare the insured for the upcoming inspection, towing invoices, title copies, police report, ect.
- Field Inspections---This I would like to take a full Truck inspection form and go over the form in detail and why it is so important to the ACV, salvage and settlement.
- Status to the client. Early and often. Do this from the field. Set reserves. Ask client for specific reporting requirements.
- Estimate. Betterment? LKQ/ AM? Discounted door labor rate? Mitchell, Adjustrite, or other? Does client have a preference?
- Preparing the first report. Captions. What does the client want to see? Making the most of the report (value). This might be your last opportunity to show the client your work. Is this report the best you can do? Was it informative, provide facts, did you complete each assigned task, is it accurate, agreed repair price, and future activities. (I have many examples of good and bad reports, I can redact info)
- Second reports and follow up reports until all tasks are resolved including subro investigation (when to start), salvage, titles.
- Final report and billing techniques