

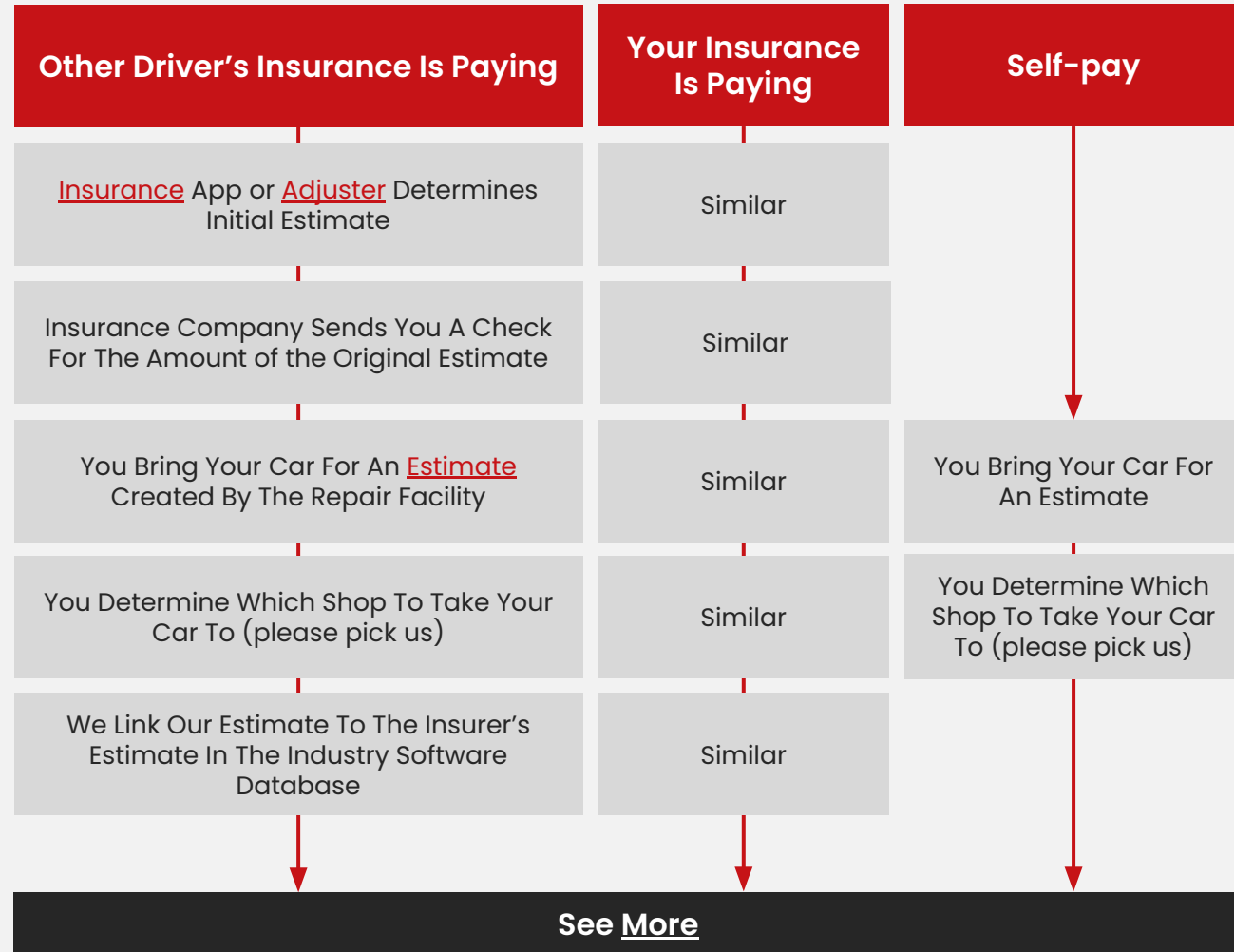


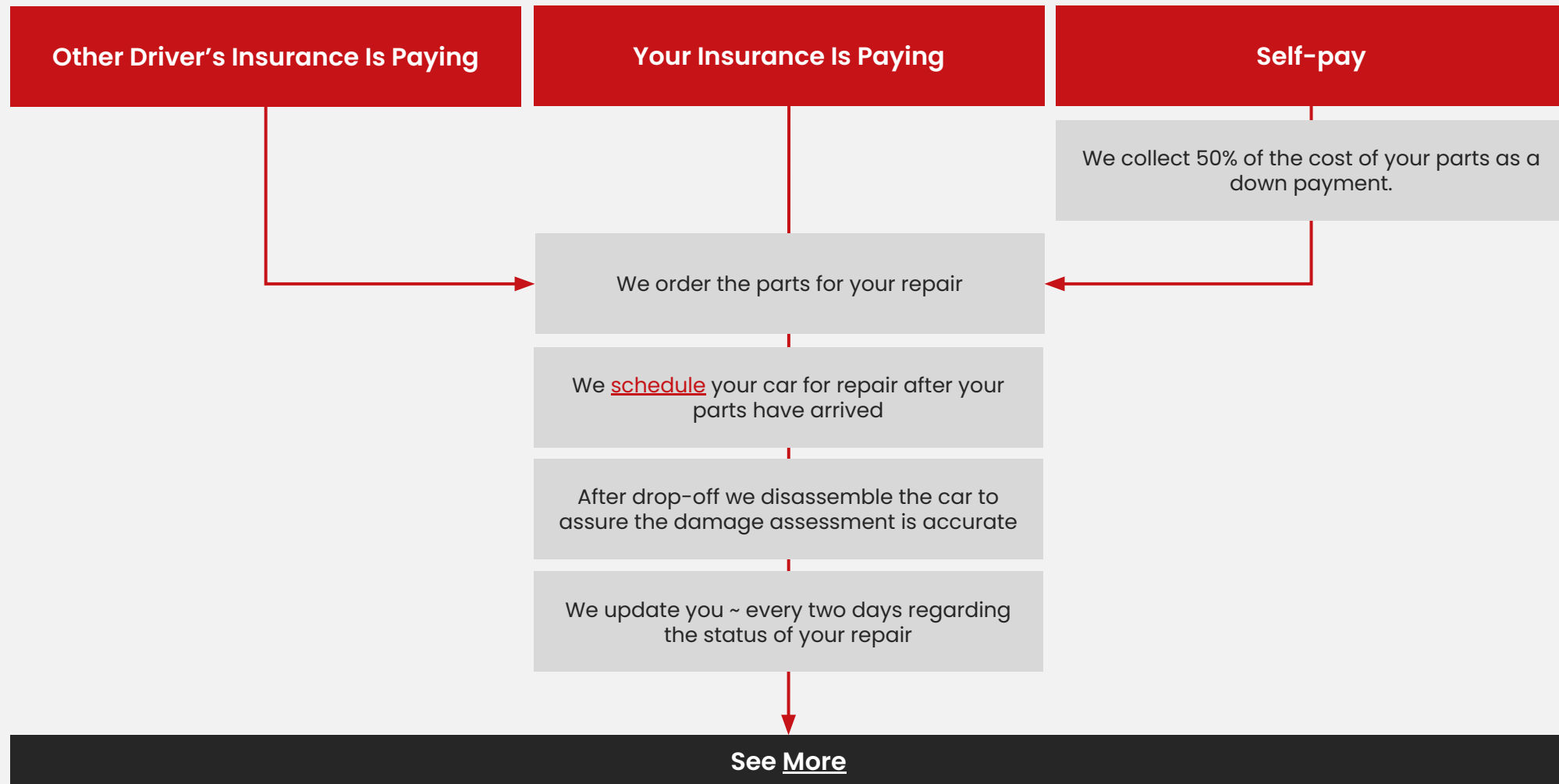
INSURANCE PROCESS PRESENTATION

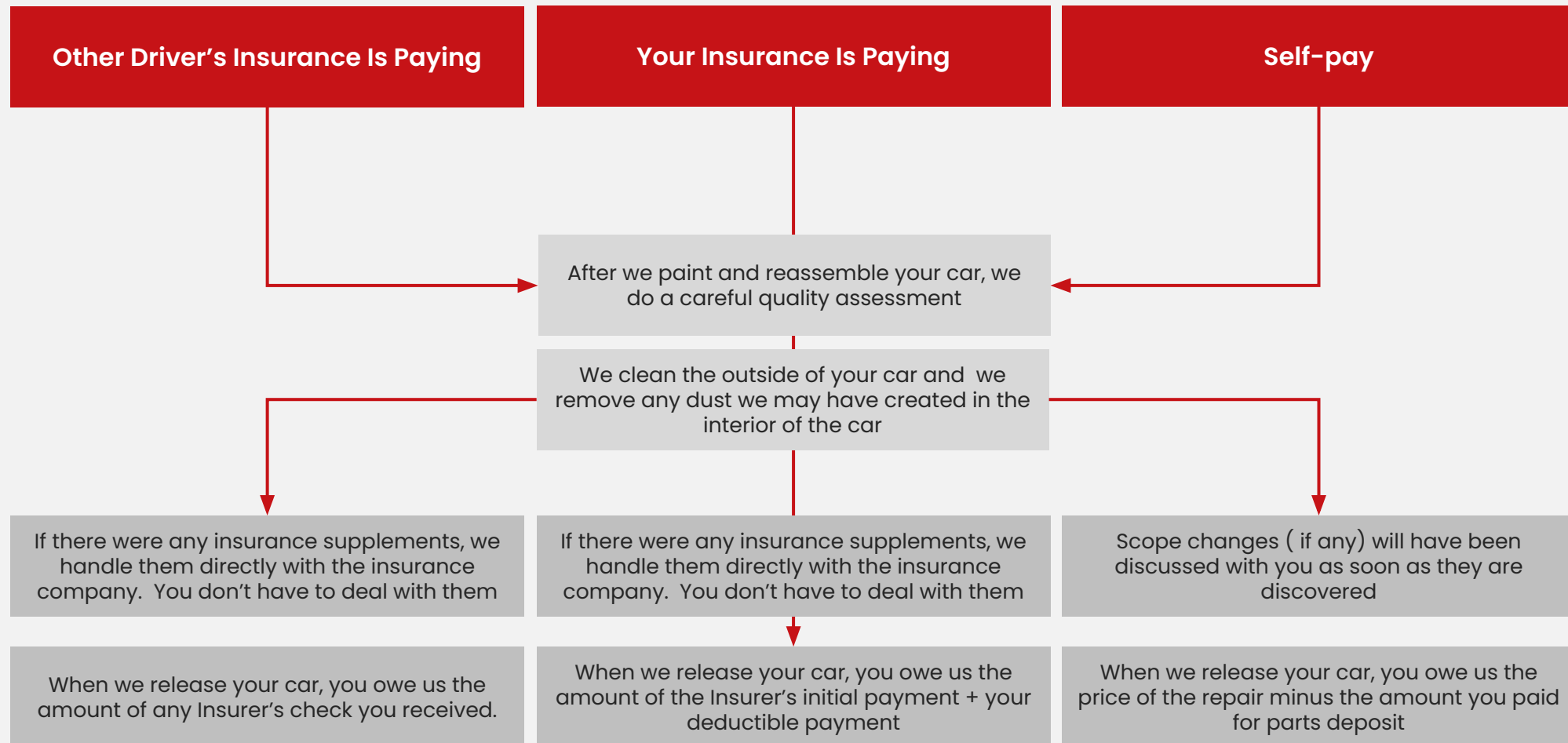
Three Paths For Your Car Repair

Note:

If there is any damage to your car that you would like repaired that is unrelated to the accident, we can take care of it while we are working on your car. We will write that up as a separate Repair Order







INSURANCE APP

If you have not already loaded your insurance company APP on your phone, they will likely ask you to do so as a 1st step in dealing with your damaged car.

Most APPs will have a menu item or button that says something like Start A New Claim.



- The APP will walk you through the directions for taking photos of the whole car and especially the damaged area.
- Once you close the claim menu on the app all your photos will be uploaded to the cloud and queued for an assessor working for your insurer to prepare the insurer's initial estimate.

Adjuster/Estimate

If the cloud-based assessor thinks your repair is simple they will issue you an estimate based on what they can see in the photos.

– You can take that estimate to any body shop for your repair.

If the cloud-based assessor believes this is a more complex repair, the insurer will assign an adjuster to come do an in-person inspection of the car. The adjuster will then write the insurer's estimate at that time.

– If the car is at a tow yard or already at a shop, the adjuster will go to where the car is to do this inspection. You should not have to have the car moved to any specific place to be inspected.

Once you receive an estimate, you can take it to any shop for your repair.

– The shop will also create an estimate based on their observation of your damage. If the shop finds any damage that was not observed by the adjuster, the shop will contact the insurer and resolve the differences. You Do Not Have To Deal With This Step.

Schedule

We will order the parts for your car once we are authorized to begin. We work with our suppliers to get good quality parts delivered as quickly as practical.

- We won't settle for an inferior part just because it can be delivered more quickly.

We will determine when all the parts are promised to be here and schedule your repair to start at that time.

- If your car is still drivable, there's no point having it sit at the shop until the parts are present to do the repair.

- We want to minimize the number of days you are without use of the car.

- We want to minimize the number of days you are in a rental car.



Workfile ID:

a21073e1

3821 Opportunity Lane, Raleigh, NC 27603
Phone: (919) 662-9088

RO Number:

Customer:	Insurance:	Adjuster:	Estimator:	Steven Eckard
Gggh. Muslang		Phone:	Create Date:	9/9/2025
		Claim:		
		Loss Date:		
		Deductible:		

2015 FORD Mustang GT Premium Fastback 2D CPE 8-5.0L Gasoline Sequential MPI Magnetic

VIN:	1FA6P8C9F9F5346994	Interior Color:	Dark Saddle	Mileage In:	127,000	Vehicle Out:
License:		Exterior Color:	Magnetic	Mileage Out:		
State:	NC	Production Date:		Condition:		Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		FRONT BUMPER & GRILLE						
2	E01	Remove/Install	R&I bumper cover				1.5T	Body	
3	E01	Repair	Bumper cover w/o tow hook				5.6T	Body	3.3T
4	E01		Acid for Clear Coat						1.3T
5	E01	Remove/Replace	RT Side support w/fog lamps	1	62.03T	OEM	0.1T	Body	
6	E01	Remove/Replace	LT Side support w/fog lamps	1	58.88T	OEM	0.1T	Body	
7	E01	Remove/Install	Lower grille w/o appearance group, black mesh				0.2T	Body	
8	E01	Remove/Install	Valance w/o 50th anniversary				0.2T	Body	
9	E01	Remove/Install	Grille w/o California plug black				0.3T	Body	
10	E01	Remove/Replace	Absorber	1	49.00T	A/M	0.1T	Body	
11	E01	Remove/Install	Impact bar w/o tow hook (UHS)				0.6T	Body	
12	E01		FRONT LAMPS						
13	E01	Remove/Install	RT Park lamp				0.3T	Body	
14	E01	Remove/Install	LT Park lamp				0.3T	Body	
15	E01	Remove/Install	LT Fog lamp assy				0.3T	Body	
16	E01	Remove/Install	RT Fog headlamp assy				0.0T	Body	
17	E01	Remove/Install	LT R&I headlamp assy				0.0T	Body	
18	E01		RADIATOR SUPPORT						
19	E01	Remove/Install	Sight shield				0.0T	Body	
20	E01	Remove/Replace	Under cover w/o high performance pkg.	1	200.00T	A/M	0.0T	Body	
21	E01	Remove/Replace	Upper deflector	1	335.13T	OEM	0.1T	Body	
22	E01		HOOD						
23	E01	Remove/Install	Front seal				0.0T	Body	
24	E01	Remove/Replace	Hood (A,U)	1	2,111.22T	OEM	1.7T	Body	3.0T
25	E01		Acid for Clear Coat						1.2T

T = Terrible (very), RPO = Robot Over Damage, AA = Appearance Allowance, LQ = Unrated 2 k. Damage, PDR = Post Issue Cost Repair, A/M = Aftermarket, Rndm = Randomly, Rndm = Randomized, C/P = New China Equipment Manufacturer, Rndm = Random, RNDQ = Randomized, LQ = Line Line Quality or User, Dag = Diagnostic, Etc = Electrical, Mech = Mechanical, Ref = Refresh, SC = Structural

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1. You will get an estimate that looks like this example.
2. Your estimate should list each part and repair process as a separate line item so the total repair cost comes with complete transparency
3. When we deliver your estimate to you, we will:
 - *also explain the estimated # of days in the shop for your repair*
 - *how long we think it will take for your parts to come in*
 - *when we can schedule you for the repair*