

From: Wilimczyk, Joe
Sent: Thursday, June 01, 2006 12:52 PM
To: Chicagoland Auto MCO 8470-Field
Subject: FW: PDR/Hail Loss Handling

Importance: High

Good Afternoon,

With the recent hail we've experienced I want to remind everyone of the process we should follow when adjusting these type of claims. PDR is the preferred method of repair if cost effective. If you go to a shop for a supplement and the shop informs us that they cannot repair with PDRE we should validate with the PDR Vendor (preferably Dent Wizards) and document that conversation in ADS. If conventional repairs are required or requested by the insured then we need to validate the shop has a signed work order and call the insured to inform them that we require the shop to start on the repairs while we are present. As always make certain the shop works at our labor rate before we have them sanding on the damaged panels. If you have any questions or concerns please contact one of the leaders.

Thanks, Joe

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