

### **Special Circumstances**

There will be times when an assignment is identified as a M.I.S.T. claim. When this occurs the following procedures will apply.

- M.I.S.T.=Minimal Impact Soft Tissue
- Properly identify the vehicle V.I.N., license plate and mileage
- Photos will be taken of all four corners
- Old damage or a prior repair will be noted and photos taken if possible
- Attempt to photo the vehicle driver if possible (bending or pointing to the damage)
- Measure any movement of the bumper absorbers and note in the comment section of the estimate
- Photograph any paint transfer
- A tape measure should be used to take the pictures of the damaged areas and it should show the ground that the end of the tape is resting on.
- Take photos of misaligned sheet metal. If there is no misalignment of sheet metal, take photos of this as well.
- Photos of child seats and restraints should be taken
- Point of impact photos should be taken from several angles
- If possible, photos of the bumper shocks and reinforcement should be taken from underneath the vehicle

### **Payment**

- The original payment will be made to the customer and the shop should collect the payment and any deductibles from the customer.
- Supplement payments will be made directly to the shop.