

PRIORITY REPAIR OPTION - PRO

Procedures and Quotations

This document is a record made solely for the internal use of Allstate Insurance Company. It is not to be distributed outside the Company except that a copy may be given to the repair facility to verify or confirm the accuracy of the information contained herein.

Repair Facility

[Redacted]

Owner

[Redacted]

Address

Manager

Asst. Manager

Phone Number

[Redacted]

Business Hrs.

FAX Number

[Redacted]

The following is a record of procedures and quotations which have been received from this repair facility. It is not a contract or binding agreement of any kind between this repair facility and Allstate. The only agreement in effect between Allstate and this repair facility is that if and when this repair facility performs vehicle repair for which payment is through Allstate, it will follow the procedures outlined in Section I and II below.

I. PROCEDURES

As noted above, this repair facility will comply with the following procedures:

Customer Service

The repair facility will provide the customer with a written warranty for no less than two years. The repair facility will assist the customer in the resolution of all parts or material manufacturer warranty claims.

1. This repair facility will give priority service to vehicles being repaired under PRO. A high level of service and communication to the customer will be provided.

2. The repair facility will contact the customer to explain the complete repair process, including methods of repair, parts selection and the projected date of completion.

3. Work progress updates will be provided by the repair facility as follows:

WEEKLY UPDATES TO CUSTOMER

4. The following additional customer services will also be provided:

FREE PICK-UP AND DELIVERY.

5. The repair facility will attend and participate in Allstate sponsored customer service related work shops.
6. Repaired vehicles will be clean and provided to the customer for inspection before requesting payments and/or endorsement of the Allstate check.
7. Customer complaints need to be resolved as quickly as possible. If a complaint cannot be promptly and equitably resolved, the appropriate local Allstate Representative must be contacted for assistance.

Regulatory Issues

1. The repair facility will comply with federal, state and local regulations.
2. The repair facility will demonstrate a concern for the environment by complying with all safety and environmental standards when disposing of toxic and hazardous waste materials.
3. The repair facility agrees to prevent illegal and fraudulent practices by complying with all applicable regulations.
4. The repair facility will provide insurance protection for both customers and employees.
5. The repair facility agrees to demonstrate a concern for preventing the use of stolen parts by complying with all anti-theft regulations.
6. The repair facility will complete repairs in accordance with the PRO estimate. If, during the course of repairs, hidden damage is discovered or significant changes (i.e. cosmetic, metal, plastic, or aluminum that makes up the vehicles outer surface or the inner structure) in repair or replacement applications are recommended, the repair facility will first obtain approval from the owner of the vehicle and from Allstate prior to repair. An additional estimate must be submitted stating the modifications in repair procedure and/or cost before continuing with repairs. Any failure to comply with this procedure may result in the removal of this repair facility from the PRO program.
7. At the conclusion of the repairs, the repair facility will prepare a final detailed invoice to reflect the actual vehicle repairs completed, and a copy provided to both the customer and Allstate prior to securing endorsement or payment. This action is to correct minor unreported or unnoticed repair variations to the estimate.

Estimating

1. On the day the vehicle arrives, the repair facility will secure the owner's permission to tear down the vehicle to the extent necessary to prepare an itemized estimate that will include all damage that is visible and verifiable at the time of inspection. The repair estimate is to be completed on a priority basis and will contain all customer notices required by statute and regulation. As soon as the estimate is completed, it will be sent to the Allstate PRO dispatcher. Handwritten estimates will be accompanied by an adding machine tape. A copy of the estimate will be retained at the repair facility and a copy of the estimate will be provided to the vehicle owner along with any verbal or written notices required by statute or regulation. If a major teardown is required to prepare a complete estimate, or if the vehicle is a total loss, the repair facility will immediately notify the PRO dispatcher by phone.
2. Provide photographs of the damaged vehicle when requested.
3. Damage to mechanical parts and components, exhaust systems and other items such as convertible and vinyl roofs will require the repair shop to provide sufficient information to the PRO dispatcher for the purpose of calculating depreciation, if any.
4. Prior damage will be noted. Unless required by statute or regulation, prior damage will not be included as items for repair.
5. Minor cosmetic damage to bumpers or other body parts, where repair or replacement would not be required or expected, will not be included on the estimate. The repair facility will contact the PRO dispatcher with information necessary for a Claim Representative to complete the adjustment with the customer.
6. Estimates will be spot-checked by an Allstate representative. All pertinent bills and invoices must be available for review and in the event of a variance in the estimate, the loss may be re-adjusted and credit issued to either Allstate or the repair facility.

Administration

If not participating in MechPRO, a manual log will be maintained by the repair facility to reflect the current status of all vehicles referred under this program. This log must be available for inspection by an Allstate representative during regular business hours.

If participating in MechPRO, all estimates will be transmitted back to the Claim Office via the MechPRO network.

Specific Procedures Based on Market or Individual Repair Facility Needs

Repair Authorization/Payment

1. Unless the repair facility has been advised of a pending coverage or liability issue, repairs may begin immediately after the repair estimate has been sent to Allstate and vehicle owner authorization is secured.
2. Upon receipt of the estimate, Allstate will issue a check payable to the customer and the repair facility minus any applicable, deductible, and/or depreciation. A two-party check will be mailed directly to the repair facility unless the customer requests otherwise.

Shop Equipment

1. The repair facility will maintain unibody repair equipment as described in the Allstate publication "Minimal Equipment For Unibody Structural Damage Diagnosis and Repair", C2696-1. Repair facility personnel shall use this equipment in the repair of damaged unibody vehicles referred to the facility under the Priority Repair Option (PRO).

2. The repair facility will utilize painting systems, methods and materials that are capable of producing an O. E. M. type finish.
3. The repair facility will utilize materials that will restore the vehicle's pre-accident corrosion protection.
4. The repair facility will utilize OEM type materials and procedures when installing glass and bonded panels.

II. REPAIR SHOP PERSONNEL TRAINING

Repair facility personnel are expected to participate in I-CAR training related to their job functions and achieve I-CAR and ASE certification within one year. The repair facility is expected to meet the requirements that would allow them, if they choose, to be a I-CAR Gold Class repair facility. Additional training available from manufacturers, distributors, and suppliers of motor vehicle, vehicle components, and repair equipment is also encouraged. Failure to achieve and maintain I-CAR and ASE certification standards, except for just cause, will be grounds for removal from the PRO program.

III. RECORD OF QUOTATIONS

1. Subject to all laws and regulations, Allstate personnel are authorized to make direct referrals to this repair facility when a customer requests a referral for auto damage repair. All referrals will be in accordance with existing statute and regulation and be consistent with Allstate claim policy and procedures. Allstate personnel will utilize the Priority Repair Option (PRO) in such a way as to maximize customer service. Allstate has no obligation to refer vehicles to this particular repair facility.
2. This repair facility has indicated that it will perform repairs on vehicles referred through the PRO program at the rates, charges, and discounts quoted. As a courtesy, an advance notice of 30 days will be given to Allstate prior to any changes in price quotations provided.
3. The quotations of rates and charges are subject to change at any time by this repair facility. The repair facility makes no commitment to adhere to these quotations in the future.
4. This repair facility will arrange the pick-up of non-driveable vehicles. When advance payment is required such amount is to be included in the estimate. A copy of the invoice for such charges will be available for review. Charges for towing and storage will be handled as follows:

TOW: Per Invoice

STORAGE: FREE

5. In the selection of replacement parts this repair facility will utilize the most cost effective replacement parts that meet or exceed quality and availability standards and that are appropriate for use in the repair of the damaged vehicle. Salvaged parts will not be used for safety related items, such as front axles, independent suspension, steering and brake systems, and other items similarly related to safety.

Use of Non-OEM aftermarket parts shall be consistent with local law and regulatory requirements.

Salvage parts will be utilized when applicable, and permitted by law, priced at 15 % over repair facility cost. *Maximum \$ 250.00*

The repair facility will require the supplier of salvage parts to include on the invoice, the complete vehicle identification number (VIN) of the vehicle(s) from which each part or assembly was obtained.

Remanufactured bumpers, bumper covers, and associated bumper parts will be used when applicable and priced at _____% over repair facility cost.

Non-OEM parts will be used and priced as follows:

Bumpers, facias, reinforcements, radiators, ac condensers, grilles, headlamps	
H2O pumps, alternators, starters, batteries, steering rack assemblies, gear assemblies,	
wheel covers, struts, shocks, calipers, trans coolers, sheet metal (capa certified only)	
OEM parts will only be utilized on current model vehicles with less than 12,000 miles	

New parts will be priced according to current manuals, crash books, or mechanized estimating systems. Discounts off list prices are currently being quoted at:

 φ % for _____

_____ % for _____

_____ % for _____

_____ % for _____

6. Labor time for painting and installation of replacement parts will be based on current manuals, crash books, or mechanized estimating systems. Accurate judgement time will be applied on all repairable parts and partial panel painting. Hourly labor rates will be:

Sheet Metal 30 -
Structural 30 -
Painting 30 -
Mechanical 30 -

Material cost will be based on \$ 15 - allowance per refinishing hour to a maximum of
GLASS: IF LESS THAN OEM PRICE THEN QUOTE THE FOLLOWING:

Domestic Windshields NAGS minus- 50 % Tempered -minus- 50 %

Foreign: Windshields NAGS minus- 50 - % Tempered minus- 50 - %

Labor: Windshields _____ Tempered _____ Glass Kit _____

OR SOURCE GLASS
or the shop must use Globe Glass Co., call 1-800-USA-glass to order and then
take \$ 20 - in sublet for handling.

c. Will have repairs made on bulls-eyes, half-moons, stars, combinations located outside the driver's critical vision area of laminated windshields.

8. Batteries will be quoted at _____% over repair facility cost and depreciated according to the months of use on the battery, compared to the original guaranteed life.

9. Tires will be billed _____% over repair facility cost and depreciation will be taken based on pro-rata amount of tread remaining to original depth (e.g. 11/32" - 12/32"). The repair facility will collect depreciation on the tires directly from the customer.

10. This repair facility will price the following items as stated below:

(See Addendum)

Front-End Alignment: Two Wheel _____ Four Wheel _____

Tire Mount and Balance: _____ Head Lamp Aiming: _____

Air Conditioning Evacuate/Re-Charge: _____
(Including Freon)

Radiator Repair: _____

Anti-Freeze: _____ Tape Stripes: _____

Flex Aid: _____ Chip Guard: _____

Clearcoat: _____ Undercoat: _____

ADDENDUM TO PRO AGREEMENT

QUOTATIONS AND PROCEDURES

1. ANTIFREEZE _____ maximum \$12.00
2. AC RECHARGE incl freon 55.00 RU134 _____
(no charge for freon when recovery is completed)
3. 2-WHEEL ALIGNMENT 31.00 4-WHEEL ALIGNMENT 65.00 *max.*
3. UNDERCOAT 4.00 per panel, not to exceed 15.00
4. CAULKING & ANTI CORROSIVE SEAM SEALERS \$2.00 per estimate
5. MARK-UP on sublet items 10 %, not to exceed \$50.00 -per item and/or estimate
6. STRIPING, TAPE \$5.00 material incl 2-3-4 line stripes, plus labor Incl first panel,
Incl each add'l panel.
7. STRIPING, PAINTED, 0.5 first panel, 0.5 each add'l panel
8. FLEX \$2.00 per bar, _____ maximum.
9. CAR COVER, \$2.00 per estimate.
10. CHIP GUARD, \$10- per panel, not to exceed \$40-
11. TINT & BLEND, 0.5 per adjacent panel not to exceed _____ per estimate
(includes clear, masking, r&i molds, handles, ect.)
12. RUSTPROOFING, 4.00 per panel, maximum \$15.00
(only when aftermarket on vehicle ie ziebart, rusty jones, ect)
13. CLEAN-UP _____ not to exceed \$30-
Allowed only when stains or glass present in vehicle.
14. RADIATOR REPAIR _____ maximum \$65.00
Aftermarket radiators and ac condensers will be utilized on autos with 12,000 miles or more
15. TIRE MOUNT AND BALANCE \$5.00 per tire (sheet metal rate)
16. MECHANICAL RATE will not be applicable on the following items:
radiators, ac condensers, fan blades, shroud, engine splash shields, wheels, tires
batteries, aim headlamps, minor wire repairs, radio installations, air cleaner
trans coolers, exhaust systems, r&i gas tanks, vapor cannisters, steering wheels,
individual dash components (not incl complete dash), fan clutch, alternator, starter, h2o pump
rotors, hub, control arm, knuckles, brain box, struts, shocks, evaporator case, bleed brakes
17. BATTERIES \$60- maximum.
18. CLEAR COAT 2.0 hrs. maximum TWO TONE _____ max.

ALLSTATE

MARKET CLAIMS OFFICE
PO BOX 2969
JOLIET, ILL 60435
815-741-6960

SALVAGE CHART

A	ZERO - ONE MODEL YEARS	95 - 94	25%
B	TWO - THREE MODEL YEARS	93 - 92	20%
C	FOUR - FIVE MODEL YEARS	91 - 90	15%
D	SIX MODEL YEARS	89.....	500
E	SEVEN MODEL YEARS	88.....	400
F	EIGHT MODEL YEARS	87.....	300
G	NINE MODEL YEARS	86.....	200
H	TEN AND OLDER MODEL YEARS	85.....	100

THE MODEL AUTOMATICALLY ADVANCES ONE YEAR ANNUALLY
ON OCTOBER 1ST
DATE: 01-20-95

REVISED TOTAL LOSS PROCEDURES.....

THE PRO SHOP WILL

- 1.... **COMPLETE A CCC-EZ ESTIMATE ON ALL TOTAL LOSSES**
Do not send estimate thru ccc mailbox!!!

- 2.... **CALL ALLSTATE AND ADVISE PRO DISPATCHER OF TOTAL LOSS**
.....ask for Cheri' (Penny in Rockford)

- 3.... **TAKE PHOTOS: (1) ONE EACH OF DAMAGED & UNDAMAGED AREA**
Include additional photos to illustrate old damage & rust.

- 4.... **ADVANCE CHARGES will be paid by the field adjuster upon his receipt of bills.**

- 5.... **HOLD the CCC-EZ ESTIMATE, PHOTOS & ADVANCE CHARGES FOR PICKUP BY ALLSTATE FIELD ADJUSTER**

- 6.... **REMOVE THE VEHICLE'S LICENSE PLATES AND PLACE INSIDE AUTO FOR CUSTOMER'S PICK UP**

- 7.... **DO NOT SAY THE WORDS "TOTAL LOSS" TO THE CUSTOMER !!!!!!!**

DATE: 01-15-95

P&C CLAIMS
January 4, 1995

Property Claim Managers

RE: AFTERMARKET LAMP VENDOR

Effective 1-9-95, Auto Parts Express, an aftermarket lamp distributor, was added to the Audatex PXN database on a countrywide basis. All of the lights are SAE and DOT approved, and although all of the lights are aftermarket, many are manufactured on the same assembly line as the OEM lights. The database is not large, and predominantly contains high end European imports (Audi, BMW, and Mercedes).

While the distributor is based in Kansas City, Mo., he has agreed to provide 24 hour, overnight delivery at no extra charge.

The vendor has also been programmed to the CCC EZ-EST aftermarket database, but must be turned on in each PRO shop's system. Contact the vendor at 1-676-5267, or your local CCC rep for information on how to activate Auto Parts Express on the shop locator.

1800-676-5267

Based on the increasing cost of OEM lamps, we strongly encourage the use of quality replacement parts, when available.

Should you encounter any problems concerning availability, shipping delays, or part quality, please contact me at 708-402-5307.

Regards,

Bill Daly

cd
Copy to: G. A. Mellini
Auto Unit

To: /
make sure our
PRO take full
ADVANTAGE of the service
Bill
1/16/95

