SCA DOI PROGRAMS

California law mandates that Insurers re-inspect about 20% of vehicles for which it has approved a claim for the cost of auto body repair, either during the repairs of after the repairs have been completed.

OPTION #1
SCA Self-Assigned Program:

On a periodic basis SCA will review all received assignments in California for preceding 30 days and identify qualified vehicles. After compiling a list of qualified vehicles SCA will self-assign, dispatch, and physically reinspect about 20% of the vehicles per month depending on client overall CA volume.

Included with this service is Month End and YTD reporting which will show:

- The total count of repairable assignments received vs. the total count of re-inspected vehicles
- The running R/I percentage
- The inconsistency count per claim reviewed
- The total fraud & inconsistency claim count for the month and year

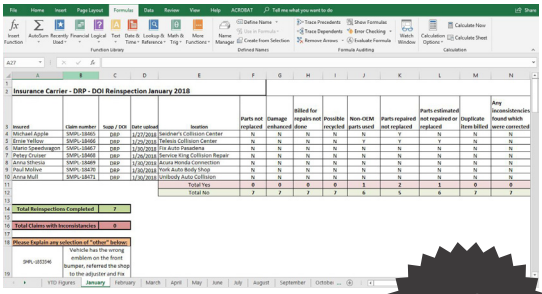
This program provides all the data needed by a client to complete their year-end CA DOI data report and insures compliance with all SCA assigned losses in California.

OPTION #2
Client-Assigned Program:

With this program, the client qualifies and directly assigns the DOI Re-inspections to SCA at their discretion.

Statistical reporting is not included with this program, other than the total assignment count for the month and/or YTD.

SAMPLE DRP REPORT



Insurance Carrier - DRP - DOI Reinspection January 2018

Insured	Claim number	Supp / DOI	Date upload	location	Parts not replaced	Damage enhanced	Billed for repairs not done	Possible recycled	Non-OEM parts used	Parts repaired not replaced	Parts estimated not repaired or replaced	Duplicate item billed	Any inconsistencies found which were corrected
Michael Apple	SMPL-18465	DRP	1/27/2018	Swidner's Collision Center	N	N	N	N	N	Y	N	N	N
Ernie Yellow	SMPL-18466	DRP	1/29/2018	Telesis Collision Center	N	N	N	N	Y	Y	Y	N	N
Mario Speedwagon	SMPL-18467	DRP	1/30/2018	Fix Auto Pasadena	N	N	N	N	N	N	N	N	N
Petey Cruiser	SMPL-18468	DRP	1/30/2018	Service King Collision Repair	N	N	N	N	N	N	N	N	N
Anna Mhesia	SMPL-18469	DRP	1/30/2018	Acura Honda Connection	N	N	N	N	N	N	N	N	N
Paul Molive	SMPL-18470	DRP	1/30/2018	York Auto Body Shop	N	N	N	N	N	N	N	N	N
Anna Mull	SMPL-18471	DRP	1/30/2018	Smibody Auto Collision	N	N	N	N	N	N	N	N	N
				Total Yes	0	0	0	0	1	2	1	0	0
				Total No	7	7	7	7	6	5	6	7	7

Total Reinspections Completed: 7

Total Claims with Inconsistancies: 0

Please Explain any selection of "other" below:

SMPL-18 3346	Vehicle has the wrong emblem on the front bumper, referred the shop to the adjuster and Fix

BEST OPTION

OPTION #3
DRP (DOI) Program:

With this program, the client provides at least a weekly list of all open rental vehicles regardless of appraisal source. After compiling a list of qualified vehicles (hopefully still at shop) SCA will self-assign, dispatch, and physically reinspect about 20% of the vehicles per month depending on client overall CA volume.

Included with this service is Month End and YTD reporting which will show:

- The total count of repairable assignments received vs. the total count of re-inspected vehicles
- The running R/I percentage
- The inconsistency count per claim reviewed
- The total fraud & inconsistency claim count for the month and year

This program includes all the data needed to complete a year-end CA DOI data report, provides best opportunity for 20% capture rate, and insures 100% compliance with all CA assigned losses.

DOI Program: General Claim Guidelines

- ✔ Inspection must be done at random and unscheduled
- ✔ Include claims over $400.00 *prior* to applying deductible
- ✔ Exclude glass only claims
- ✔ Include UMPD claims
- ✔ Claim must be in California
- ✔ Exclude total losses
- ✔ Exclude 3rd party and comprehensive claims

DOI Program: Mandated Categories

- ✔ Parts not replaced
- ✔ Damage enhanced
- ✔ Billed for repairs not done
- ✔ Possible recycled
- ✔ Non-OEM parts used
- ✔ Parts repaired not replaced
- ✔ Parts estimated not repaired or replaced
- ✔ Duplicate item billed
- ✔ Other (provided with explanation)