



## Our managed repair programs include the following:

- Estimate with an agreed price
- All required digital photos
- Estimated time of repair
- Any supplements needed after teardown
- Limited Lifetime Warranty - The warranty is nontransferable once the vehicle is sold or the lease term expires
- Signed direction to pay and repair authorization form
- Unsurpassed levels of policyholder retention

## Effective Claims Management

Claims managers can rest assured that each estimate is fully audited for accuracy and that every cost-saving method is evaluated. Our workflow employs an electronic dispatch process to quickly and easily assign a shop with preferred scheduling. We oversee each repair from start to finish while keeping the adjuster informed along the way.

We can also offer credentialed networks for both rental and glass claims that can be used in conjunction with our managed repair program.

## Policyholder Retention

You can be confident the SCA team is taking good care of your policyholders throughout the entire repair process. As an extension of your company, our professional staff aims to provide a seamless claims experience for each and every policyholder. Insurance carriers who are looking to expand the reach of their current DRP network or upgrade to an established and proven DRP will quickly realize the benefits of SCA's PAIR program.



● Auto Repair Locations ● Truck Repair Locations

Through the use of SCA's PAIR network your owner or adjuster will have access to nearly 4,000 sedan, medium and heavy-duty truck collision repair centers in all 50 states, Puerto Rico, and every province in Canada. Our network speeds the appraisal and repair process while providing your policyholders with minimal vehicle downtime and the added assurance of a nationwide guarantee.

## The Network Repair Program with Improved Costs, Claims Efficiency and Customer Satisfaction

As the importance of policy holder retention continues to rise so does the need for offering multiple methods of inspection. SCA Claim Services is the only company with the ability to triage an insurance carriers assignment to any method of inspection, including the path of a traditional managed direct repair program (DRP). The ability to PAIR an owner or adjuster to the perfect rePAIR shop is our goal.

Using our network repair facility partner, SCA can provide either the owner or adjuster the nationwide repair options from our list of PAIR shops based on the vehicle location and convenience. Our facilities include the ability to repair both standard auto and light trucks as well as on-road truck & trailers. Once shop selection is made we will facilitate scheduling the vehicle drop off, acquiring an agreed price, writing the estimate, and ensuring guaranteed repairs. Each estimate written includes a comprehensive desk review for opportunities to use policy-accurate parts and local labor rates. The shops in our PAIR network must pass rigorous quality standards, and are continuously monitor on their performance to ensure timely repairs, competitive pricing, and ongoing customer satisfaction. We ensure that every repair will meet your standards and get the owner back on the road as quickly as possible.