

Quality Assurance Estimating Guidelines



Section I

Estimate Assignments

Begin by reviewing the estimate assignment and instructions. Check the date of loss, coverages, and the facts of loss and ensure these items match up with the vehicle. If the damages do not match what is described on the assignment, contact the claims department (the claim rep or team contact info can be found at the bottom of the assignment page in each claim).

Record the information you received from the claims department in Claim Leader and include the name of the person you spoke with including their 4-digit alias. Make necessary adjustments as provided by the claims department.

Compare the vehicle identification number (VIN) and damages to the information provided with the assignment. If the VIN number does not match the assignment, contact the claims department.

Initial Contact/Prompt Inspection

You have **twenty-four business hours** to make your initial contact or attempted contact with the shop or vehicle owner (VO). If you receive an assignment after 3:00 PM CST, the 24 hours starts the following morning at 8:00 AM.

(*The date stamps in CL reflects CST.)

The expectation is to attempt to make contact at least *once* every day until contact is made. Ideally, we would like you to attempt contact twice a day but that is not always a realistic expectation. With *each* contact attempt you are required to complete the *Contact Attempt(ed) Form*. This form is found in Claim Leader under the *Reports* tab and can be emailed directly from Claim Leader to State Farm. Select the "Save, Generate PDF & Send" tab at the bottom of the form.

If you call the shop and then the VO, you can include this activity on one contact form. It serves as a form of communication with the State Farm file since we cannot put notes in their files.

Make notes in Claim Leader every time you attempt contact, so a record is established.

After **3 days**, if no contact can be established, follow directions in the paragraph below with an asterisk *

Never cancel an assignment without speaking to your regional manager as specific procedures must be followed before an assignment can be canceled.

If you receive an assignment for corrective repairs, customer complaint, or anything to do with Select Service, call your regional manager immediately. Do not schedule an assignment on a claim such as this without calling your regional manager first.

Once owner or shop is contacted, please input diary note in Claim Leader. Update status to "Inspection Scheduled" if appointment has been set. Otherwise leave status at "First Contact." Failure to contact the shop or owner before driving out for inspection, could result in non-payment due to no show, vehicle completed, vehicle already inspected, etc.

*Estimate upload must be completed within 72 hours of assignment (exception: Non-Data Base vehicles). If this is not possible, for any reason, contact the claims department (the claim rep or team contact info can be found at the bottom of the Assignment page in each claim). Record the information you provided to the claims department in Claim Leader, include the name of the person you spoke with along with their 4-digit alias. Send the note through Claim Leader email to your regional manager.

Once Contact Made-Virtual Inspections only

Once contact is made with the shop or Vehicle owner (VO) you will advise them that you will be handling their Vehicle damage appraisal virtually. If you receive any resistance from the shop or VO about the virtual process, explain that State Farm is handling many of their inspections virtually and it will expedite the claims process. Any hidden damages can be managed through the supplement process.

When contacting a VO that has possession of their vehicle, they may tell you that they have an appointment for someone to come out at a later date. This is probably inaccurate. At the time the loss report is taken the VO is given an inspection date however once the file is pulled and sent to Q.A. Claims this date is no longer valid. Explain that their file was "reassigned" to Q.A. for handling and briefly explain the process. If they are concerned

about the validity of who you are you can offer to send them a copy of your assignment sheet or contact State Farm for confirmation.

Do not allow the shop to dictate how an inspection is going to be handled. Before cancelling or returning any assignment due to a shops resistance please contact your Regional Manager. We **do** conduct some physical inspections in limited areas. Always check with a manager before returning an assignment that requires a physical inspection. Rather than return an assignment we may be able to Re-assign to a different appraiser.

If the vehicle owner has possession of the vehicle and cannot take photos themselves, you may offer suggestions for them to take their vehicle (if drivable) to the repair facility or their agents office to obtain and send the photos for them. We do not pay for photos and if you encounter a shop that wants to charge for them, please contact the State Farm claim handler or team.

Physical/In-Person Inspections

The 24-hour initial contact applies. You are required to **call** the shop to confirm the vehicle is at the location listed on your assignment and schedule the inspection appointment. Failure to do so may result in a “dry Run;” you cannot bill for your drive time if you failed to confirm the vehicle location.

Introduce yourself as an Independent Appraiser assigned to write the estimate for State Farm; provide them with the vehicle owners name and the description of the loss vehicle.

Once the vehicle has been inspected the estimate must be uploaded within 24-36 hours unless it is a NON-Data Base vehicle. Additional time will be allowed for these types of assignments as they require extra attention.

After the estimate is completed email the estimate to the shop. Complete the appropriate form (**Probable Repair or Probable Total loss**) to Statefarmclaims@statefarm.com; include the claim number in the subject line. Document any pertinent information (open exposure, conversation with shop, no additional damage found) that needs to be shared with the Claim team on this form. This form is in addition to the documentation you are required to put in Claim Leader

In Person/Physical Inspections: A copy of the estimate must be provided to the shop/vehicle owner (email a copy at the time of inspection unless it is a potential total loss, or you are instructed otherwise. All estimates and supplements are to be reviewed with shop personnel.

Document all in Claim Leader and note the name of the person you spoke to and the last 4 digits of the number you called. If the vehicle is at the residence or a place of business, please contact the appropriate person to schedule the inspection.

Cancelations/Returning an assignment

If after 3 days, you are not able to make contact with anyone; the shop or the Vehicle owner, contact State Farm and advise them you have not been able to make contact with the shop and or Vehicle owner.

If you are asked to return the assignment, please email your manager and copy Q.A. dispatch (Kelly.Farrar@qaclaims.com ; jami@qaclaims.com) with the claim information and why it is being returned. If they ask you to hold onto an assignment, please document Claim leader with the name and alias of the person you spoke with; example Jake (VAXX9XL). Include the number of days (or date) they have requested you hold the assignment. Continue to work the assignment by calling the appropriate locations daily.

Claim Leader

All calls & activities performed must be documented in Claim leader in real time. The information must be current and accurate. Include the #number (at least the last 4 digits) you called, email address where you send your request and the name of the person you spoke with. If you leave a message on a voicemail, please document who you left the message for and the # dialed.

The ***Message tab*** in Claim Leader is to used to document the activity on the assignment; it is not used to communicate with your manager. If you have any questions pertaining to the assignment, please email your manager. State Farm cannot see what we document in Claim Leader and it doesnt transfer to their claim file.

If the vehicle location is a Repair Facility, please contact them ***first***. When handling assignments at a dealership; if you are having trouble making contact with the service writer reach out to the General Manager. When dealing with a receptionist always ask for the service writer or estimators name that is handling the repairs.

If the vehicle is NOT at the location listed on the assignment, please contact the vehicle owner and if unable to reach them that day contact State Farm.

Photos

Virtual assignments-Request the photo documentation using the **Photo Request Template** provided to you. The template should be emailed to the shop or Vehicle owner

after you have spoken to them and obtained their email address. Always confirm the email address you are sending the template to by repeating it to the person who provides it to you.

This task should be documented and billed for in Claim leader. Once you have requested the photos from a shop or Vehicle Owner, please follow up with them daily until the photo documentation is received. This only applies to Virtual assignments

Sometimes a shop or vehicle owner will send the photo documentation directly to State Farm. If your assignment indicates **"NPS/Estimate-Photos in Docs"** please email the Q.A. Regional Managers and request one of them check the State Farm file for these documents. The photo requirements are found at the end of the Q.A. Guidelines. Please label all photos in accordance with their guidelines.

In-Person assignments-the appraiser is responsible for providing supporting photos of the loss related damages and all other required photos (VIN, Mileage, 4 corners etc) that State Farm requires.

You are required to label all photos and invoices. Invoices are required for any PPI/PPD or sublet operations. It is your responsibility to obtain the required photos; please be diligent in obtaining the proper amount of photos to support your estimate.

Documenting damage with photos and notes helps to:

Clearly identify the vehicle

Establish the extent of damage

Identify any prior damage or unusual wear

Confirm the damaged items listed on the estimate

Date stamps are not to be included in photos

If marking damage with a grease pen is necessary for clarity, include unmarked photos along with marked photos

When completing a supplement on a vehicle and the mileage is different than on the original inspection, take a photo of current mileage and document why photos was taken. Example:" An additional 15,000 miles added since original inspection."

Billing

Billing time must be completed same day and broken into claim actions. After you have made your calls, sent emails requesting photos and emailed your templates to State Farm please enter your billing for each of the tasks you completed. **Emails should not take**

longer than 5 minutes as you are simply cutting and pasting the information from Claim Leader to the templates.

It is up to you to make sure your billing entries are accurate and match up to the messages in the notes section. Use a timing method to keep track of the time it takes you to complete each task, particularly the time spent completing your estimate. Importing, reviewing, and labeling all the photos is part of the estimate time; a separate entry is not required.

Billing descriptions do **NOT** replace file notes/messages. Notes will need to be entered in Claim Leader to include details of the claim handling which supports time billed. Please utilize the billing descriptions pre-stored in Claim leader, avoid making up your own.

Common billing descriptions:

- Call to customer
- Call to client (this would be State Farm)
- Call to shop
- Email claims
- Email to shop
- Email customer
- Desk **Virtual** Review (**use this for Virtual estimates**)
- Off Site appraisal (use this when you write the estimate off site but physically inspected the vehicle)
- On Site appraisal (use this for the time it took you to inspect the vehicle at the location)

It is vital for appraisers to enter their times accurately and immediately. If, for whatever reason, we need to reassign a file to another appraiser you will be paid for the tasks you performed up to that point.

Please review your billing entries for accuracy before you submit your files. Keep your Phase and status' current; utilize the drop down for options (inspection delay, first contact, etc.) File notes need to be clear and concise. Try to keep your notes brief and to the point. When all tasks and the estimate have completed, change the status to "Send/Complete"

Section II

Writing the Estimate

Consider damage location, severity, and vehicle condition before determining the best method of repair. List all damage to avoid unnecessary supplements and delays. Make every effort to identify *all* damage during initial review/inspection.

Damage Entries

Generally, only damage that can be confirmed at the time of the inspection should be listed on the estimate. However, in cases where it is likely that hidden damage is present, these items may be added to the estimate with proper photo documentation.

Determining Repair Costs

- Consider part *repair* before part *replacement* if a quality cost-effective repair can be achieved.
- Appearance Allowance are *not* allowed with our client. Either repair or replace must be utilized.
- Do not override prestored labor for replacement operations
- Show judgment times in hours that reflect what most repair facilities charge to perform quality repairs.
- Do not change labor rates on specialty vehicles or high-end cars without first checking with your regional manager. Your manager will likely need to discuss with client management for approval and will need to document this in Claim Leader

Parts

Recycled, rebuilt, or reconditioned parts must be of sufficient quality to restore the damaged vehicle to its pre-loss condition. If replacing an engine or transmission with a recycled part, it must have the same or less mileage than the part being replaced. The vendor can provide you with this information.

When your estimate includes a welded on recycled part(s), it is acceptable to add reasonable trim time. Do not add or include time to *clean* a part, you should only bid for clean un-damaged parts. Your estimate should include only grade "A" parts. Source and utilize recycled parts within the local region. **Mark up is strictly for use on recycled parts.** Do not show a markup for sublet or non-OEM parts.

If recycled parts are unavailable, source and utilize reconditioned or non-OEM parts. State Farm only pays retail prices; some manufacturers use matrix pricing. Do not change retail prices to match a matrix pricing structure.

Non-OEM Parts:

The following categories of new Non-OEM crash related parts can be utilized but are subject to CAPA (Certified Automotive Parts Association) and NSF certification.

- Bumper components
- Lighting components
- Radiator support/tie bars and associated mounting components
- Outer sheet metal and plastic/composite parts

Our client made a business decision to not include the following non-OEM crash parts on a repair estimate unless the vehicle owner requests the parts.

- Bumper Brackets/Supports
- Bumper Face Bars (excluding chrome bumpers)
- Deck Lids
- Door Body Side Moldings
- Door Shells
- Doors
- Fenders
- Filler Panels
- Front End Panels
- Front Wheel Opening Moldings
- Grills
- Head Lamp Doors
- Header Panels
- Hoods
- Luggage Lid Panels
- Outer Body Moldings
- Outer Panel Mounting Brackets, Supports, and Surroundings
- Pickup Truck Beds, Box Sides, and Tail Gates
- Quarter Panels
- Radiator/Grill Support Panels
- Rear Outer Panels
- Side Moldings

There are some parts our client will utilize and are allowed to be included on our estimates. Some examples of such parts that can be utilized if certified by CAPA when subject to certification are as follows: (this is not a complete list)

- Bumper Absorbers
- Door Mirrors
- Wheelhouse Liners
- Wheel Opening Flare
- Fog Lamps
- Park Lamps
- Side Marker Lamps
- Chrome Bumper

Non-OEM parts such as radiators, condensers, suspension and steering, and other mechanical parts can also be utilized and do not require certification.

Please default to your advisor report for confirmation on use of any given part that is being considered. The report will alert you if you have selected a part that is not allowed by our client.

OE Surplus

Another alternative parts source is OPT OE or OE Surplus.

****If you are writing your estimate in the state of California and your estimate includes an *Opt OE or OE Surplus part*, you are required to add a line note that states the following.**

***This part is purchased and warrantied through a third-party vendor and does not carry the vehicle manufacturer warranty.*

This line note must be attached to every OPT OE or OE Surplus part that appears on the estimate.

Betterment

Betterment occurs when the repair of a vehicle or vehicle part improves the condition and value of that property in comparison to its condition prior to the loss.

Betterment laws vary from state to state. **Check with local management to determine betterment rules specific to your region.**

Document betterment with proper photos. Example- tire gauge, battery expiration sticker etc. (Example on how to document betterment on a tire: New tread depth 11/32 existing tread 8/32nds=30%betterment). Check with Q.A. Management before applying betterment to anything other than a tire.

If betterment is not taken on a wearable item, document reason with photos and remarks.

Maximum Betterment on tires is 80% and 75% on batteries.

When a part is being replaced with a recycled (used), rebuilt, or reconditioned part, no deduction for betterment should be taken.

Specialty Rates

Any specialty vehicle labor rates must be approved by State Farm management. If you get a request for rates higher than the Prevailing Competitive Pricing (PCP/the pricing structure used by SF) contact your manager for approval. As a rule, State Farm will only pay specialty rates for structural/welded on components.

Exhaust Systems

When including exhaust components on your estimate the part must be a direct fit. (If it is a bolt on system, it must be replaced with a bolt on system, if it is welded then the replacement part must also be welded. You may utilize aftermarket exhaust components. In California & Colorado any aftermarket exhaust must be C.A.R.B certified.

Source and utilize New-OEM parts only if more cost-effective parts are unavailable.

State Farm utilizes recycled suspension and will pay to overhaul an assembly and replace any worn out soft/wearable (ball joints & bushings) parts with new. This is still cost effective in most cases.

Replacement of Brake Parts

Due to the construction of brake pads, shoes, rotors and drums some manufacturers now recommend replacing brake pads or shoes and resurfacing rotos or drums as a set when only one side is damaged. Betterment should not be taken on pads or shoes unless there is substantial wear that can be documented.

Here are a few links that you can utilize for alternative parts.

WWW.Walkerexhaust.com, www.orielyautoparts.com and www.napaautoparts.com

State Farm does not use recycled exhaust or SRS components.

Documenting Tow Charges

Tow bills should be photographed, labeled, and uploaded with other photos associated with the assigned claim number. Use the towing worksheet in CCC to categorize any other associated tow charges, storage, lien fees etc. Tow bills should not include a markup fee. Do not include any tow bill that appears questionable or if over \$300. Advise the customer State Farm will handle directly.

Tear Down & Diagnosis

If the damages being claimed require a tear down or diagnosis, please contact State Farm. They will need to discuss the process with the vehicle owner. Only the vehicle owner can authorize tear down/diagnosis. If the damage is deemed to be not loss related the charges will be the VO responsibility. This is handled by claims.

Supplements

All supplement requests must be submitted through the B2B site as noted at the top of the estimate. When a supplement is received in CCC1 it is the appraiser's duty to review the original estimate, so you are familiar with what has already been included. Pay careful

attention to the end of the estimate especially manual entries so that there are no duplications.

Take an overall view of the current status of the vehicle showing the vehicles disposition (torn down/disassembled) and photos of any additional damages. Include photos of any parts, clips, fasteners etc. Damage to parts designed to be reused during the repair process sometimes become damaged or cannot be reused. Such as bumper or belt molding clips; only replace the number of damaged clips in this type of situation. Do not pay for parts that are damaged as a result of the shops negligence.

Change the **date inspected** to the correspond with the supplement inspection date.

Update the mileage & location if different from the original.

Confirm any parts prices differences with invoices and attach with your photos. As noted earlier our client only pays retail prices, beware of Matrix pricing.

Do not adjust original repair time without justification and supporting photos.

Carefully review any sublet vendor invoices for any duplicate operations that may already be on the estimate. Include photos of vendor invoices in your attachments.

Discuss and review your supplement with the shop and release a copy. If the supplement is written off site, you must complete it within 24 hours of the inspection.

If the supplement pushes your estimate over or near the total loss threshold, please complete a VIR and notify State Farm. In this scenario you would not release the supplement.

If the vehicle has been delivered prior to you receiving the supplement you can only address parts price differences. All supplements should be completed in a timely manner.

If the supplement is not warranted complete a single line entry that reads “no additional damages found” and upload a zero-dollar supplement. This is to insure the estimate remains in proper sequence.

Total Losses

Never tell a customer that their vehicle is a total loss, only that their vehicle is a “potential total loss” and that you are submitting everything to the claims department who will contact the owner.

When inspecting a vehicle at a salvage yard, if it is determined the vehicle is **not a total loss**, contact State Farm and advise. Be certain your estimate is thorough and accurate, and you note any potential “open exposure” (e.g., “frame \$800, Suspension \$1,500) when

deciding to have vehicle moved from the salvage yard. Call State Farm and advise them you believe the vehicle is repairable; obtain the name alias of the person you spoke with in Claim Leader.

Do not mark the POI as Total loss, this should stay with where the POI was on the vehicle.

Never complete a prior damage estimate on a total loss. Prior, or unrelated damage is to be addressed in the conditioning area of the VIR. If asked, please contact your manager.

Complete the Total Loss (VIR) section in CCC1. Rate the conditions as accurately as possible.

If license plate expiration sticker is not available, insert 01/000 into the license expire category. This will prompt our client to contact the owner for proper handling.

In the valuation notes area, under the other information tab, insert any options that are not listed in the options menu. Only list options that may increase the vehicle value. Examples- wheel chair lift, custom van equipment, etc.

Document any above or below typical condition rating with a photo and description under the photo.

Specialty Vehicles/motorcycles/RV's

If you need a VIR on a specialty vehicle (including vehicles without a 17-digit VIN), motorcycle or R.V. you must call CCC and provide them with a user ID.

Phone # 800 749-5853 User I.D: Vehicle-- 42999 Motorcycle--42754

Immediately contact the claims department (the claim rep or team contact info can be found at the bottom of the assignment page in each claim) once a specialty potential total loss is recognized. This will keep our client from paying the claim based on your estimate. Record the information you provided to the claims department in Claim Leader and include the name of the person you spoke with including their 4-digit alias. Do not wait to upload your estimate as this could cause a delay in customer service.

Disputed Estimate Items

You must contact the Claims department on items that are being requested by the repair facility or vehicle owner but are not placed on your estimate. Record the information you provided to the claims department in Claim Leader and include the name of the person you spoke with including their 4-digit alias. You will likely need to go through each item you are

not placing on your estimate, line for line, with an explanation as to why you did not include each item. These items should also be included on your **Probable Repair Form**.

Zero Dollar Estimates

Occasionally, an inspection will require uploading a zero- dollar estimate. This will usually involve documenting the file with photos and notes without specifying repair amounts on the estimate. Examples for the appropriate use of zero-dollar estimates would include:

- No loss related, or covered damage could be identified
- Supplement requested, but no additional modification agreed upon to original estimate
- Diagnosis needed (tear down)
- Photos only

After completing a zero- dollar estimate, contact the claims department and as always document the name & alias of the person you spoke with.

Your role is to complete a thorough, accurate and competitive estimate in a timely manner. You do not make claims decisions. You report what you hear and see but it is not up to you to determine if the damage being claimed is a covered loss. We do not determine if a vehicle is a total loss or not, we provide the information the claim representative needs to make that decision. **Never tell someone their vehicle is a total loss.**

Section III

CCC1 Estimating Tabs

Contact Tab: This provides you with the vehicle owner and adjuster information; phone #, address & name.

Make sure the box "Print on Estimate" is checked.

Insurance tab: This section will have instructions and the facts of loss (FOL) review this section carefully. Pay close attention to *Estimator Instructions, Loss Notes & Claim Summary notes*. You need to know facts of loss and damages being claimed. You are responsible for making sure the damage matches up with Facts of Loss (FOL) and what is depicted in the photos you receive. This section also includes the Adjuster information and the date and time of the loss. The deductible is shown here and should be populated when you receive the assignment.

Inspection Tab: This will list location of vehicle (shop, dealership, residence etc.) There will be an appointment date and time populated, this cannot be changed in CCC1. This date

represents the date the vehicle owner was told by the Claim Representative that State Farm would inspect the vehicle. This date does ***not*** apply to you.

Once the claim is sent to Q.A. to handle this date becomes ambiguous because the batch of claims that is sent to Q.A. is random and the appointment is made prior to this segment of the claim process. You might receive the assignment on or before the *appointment date*. When making your initial contact with either the VO or a shop ***if*** you are told there is an appointment already set up that the inspection was “Reassigned” to Q.A. for handling; you will be writing their estimate; you can schedule the appointment to inspect or request the photo documentation. This applies to both Virtual and physical inspections.

If the assignment is Virtual explain the virtual process and that this helps move their claim forward quicker.

Date Inspected: Populate the with the date you create your estimate.

- **Site Type:** Select the appropriate site type (Virtual, Shop, Residence, etc...). When you change the site type inspection information (Shop name address & phone #) will disappear; you should copy and paste the information to the *Repair site* section on the left side of screen prior to selecting the site type.

Vehicle Tab: Verify the VIN. Always confirm the VIN of the vehicle you are writing your estimate on matches the VIN on your assignment. If any discrepancies exist, contact State Farm before you begin writing your estimate.

With virtual estimates you will need to confirm the VIN photo matches what is in CCC. This may not be possible with a claimant as the VIN is not always available for a claimant vehicle. Confirm vehicle options to the best of your ability and select the correct vehicle model, options, and packages. (Limited, Harley Davidson, XLE, AMG,4WD etc.)

- **Mileage:** If the mileage is not available, put **UNK** where the mileage would normally be documented. Make a diligent effort to obtain the current mileage. If no mileage is obtained, make a note why it was not on the probable repair or probable total loss form.
- **Production:** Not required
- **Exterior Color:** include but not required.
- **License plate:** document the license plate number and state. Expiration date is not required.
- **Repairable Vehicle condition:** **Leave this blank**
- **POI:** This must be populated; pay close attention to the choices; never select Total loss even if a total loss, use undercarriage appropriately and if vandalism use non-Collision. Only primary POI is required.

- **Impact note:** location of damages to the Vehicle will be noted here. Review to assure damages to vehicle match what is listed.
- **Prior Damage:** List any prior damages here.

Estimate Tab:

- **Retrieve RPS:** Change search area to 250 miles, zip code should match the

Rates and Rules

Rate Tables

The existing rate table originated from the claim office profile. To overwrite the existing rate table, select from the following:

STATE FARM INSURANCE COMPANIES - ALL

| Code | Description |
|-------|--------------------|
| ** | Default |
| 01824 | CO, Denver, Aurora |
| 01437 | CO, Boulder |
| 00556 | VA, Staunton |

State Farm Insurance

| Code | Description |
|------|-------------|
| ** | Default |
| DP | DavenPort |
| HIA | Hiawatha |
| BET | Bettendorf |

Estimate Rules

The existing estimate rules originated from the claim office profile. To overwrite the existing estimate rules, select from the following:

Claim Office
 Repair Facility
 Independent Appraiser

OK Cancel

location of the vehicle and should be prepopulated. It is the appraiser's responsibility to confirm this information.

- **Rates & Rules:** If you are not sure which Rate Table to use, text or email the city and zip code where the vehicle is located to any manager; we can quickly confirm the correct rate table for you.
- Once a rate table is selected a pop-up box will come up; **Answer Yes to both of the questions in the pop up.** (Override existing Rates-Yes, Override existing Rules-Yes.) In most areas you will need to look up and enter the correct tax rates.
- It is the appraiser's responsibility to enter the correct tax information. Once your estimate is locked this cannot be changed. If the rate table is not in CCC1 contact any manager so it can be created.
- At the bottom of the pop-up box make sure the *Claim Office* radio button is highlighted (see below). This is important and effects the rates if not selected. Never use the "Default Rate Table."

The Rate Tables: also known as Rate profiles reflect the current *Prevailing Competitive Price (PCP)* used by State Farm and is determined by their continuous online survey of

shops in any given market area. An appraiser should **not override** rates in a profile without Manager approval. Review any such rate changes with a Q.A. Regional manager. State Farm does *not* survey for *Mechanical Rates* so please refer to the *pricing guide* for the area the vehicle is in.

Mechanical Rates outside the parameters of the pricing guide please contact a Regional Manager for approval. If you are not sure which rate table/profile to use please email the regional managers with the city and zip code, any available manager will look it up for you.

Estimate Body: Complete a competitive estimate using the same philosophy as when writing any estimate however in a virtual world you may need to request a few additional photos and have a discussion with the shop about the repair.

It may be necessary to go outside of the estimating platform (CCC1) to search for some Recycled parts. State Farm utilizes www.Car-part.com. Save this site to your favorites and when searching in this site utilize the VIN, parts grade, and distance options.

With CCC it is important to utilize the **Parts Codes**, the **tire data base** and review the **advisor report**. The advisor report will provide you with information about your estimate that may need to be addressed; from incorrect parts to missing mileage and or incorrect VIN. It is critical that this report is reviewed and addressed on every estimate you write.

- **Betterment:** Since betterment must be discernable, itemized, measurable and specific tires (and batteries in some cases) are usually the only items where betterment is applied. Check with management if in doubt. Eighty percent is the maximum betterment allowed under the State Farm policy. Seventy-five percent is the maximum betterment for batteries.

Address potential betterment when replacing a tire. With Virtual assignments you will have to ask the shop to gauge the tire and provide you with the existing tread depth. You can find the **new** tread depth in the tire data base. You should not apply betterment if the part/tire is missing. If the shop will not provide the Tire tread measurement, please note the estimate. Betterment should be documented with the new tread depth and the existing tread depth (e.g., new tire 11/32nds & existing tire 7/32nds=40%)

- **Feather, Prime and Block.**

Do not manually insert items that are listed in the Parts Code, including Feather, Prime and Block Labor. Some States allow materials for feather, prime & block; refer to the pricing guide for the area or contact your manager if you are not sure.

- **Basecoats refinish reduction/Prestored labor**
- **Never** override prestored labor in CCC1; it throws off all the overlap on the estimate. If a labor reduction is warranted create a line for a "labor adjustment" showing a - negative amount. (e.g., -.3) This is also the method used to take a basecoat refinish reduction.
- Be mindful when considering a basecoat refinish reduction. The application of the basecoat is about 19-20% of the total paint time. Basecoat reductions are generally used for larger panels, van sides, bedsides, roofs, and hoods. Do not get overzealous with this and if in doubt reach out to your manager to discuss.

Rates Tab: This tab will reflect to Rate table being used. This is also where you will insert the correct tax rate for the area the vehicle is being repaired in. The Tax Rate must be verified and inserted into your estimate on **every** estimate. Select the Rate profile under the Rates & Rules section not here if your estimate shows "Default" it is incorrect.

Attachments Tab: This is where you import the photo documentation and any supporting invoices, copies of tow bills, etc. You should label all documents. The advisor report is also found here. **Review the advisor report for every estimate.**

- Photos require a Vehicle Number (i.e., **V01, V02, V03, etc.**) The last two characters of the claim # will determine the vehicle #. The insured vehicle will always be **V01**.
- Four corner overall views with one showing a view of the license plate.
- A Point of Impact photo POI... (Not required on theft, vandalism claims)
- Photos of damage to support estimate of record.
- Photos of any tow bill or invoices
- Photos of any parts removed if the vehicle has been partially disassembled.
- Photos of any prior damage that may be present. (Including conditions, rust)
- Additional photos may be required on a total loss to support the condition ratings. (Carpet, seats, dash, engine, etc.)

Here are some examples of how and what State Farm wants in their photo documentation.



V1-RF



V1-LF



S1-V2-REPAIR STATUS



V1-LR



V1-RR



S1-V2 RT HEADLAMP



V1-POI



V1-UPD RF



S1-V2 CORE SUPPORT

Photo Labeling Guide:

| Photo Labeling Abbreviations | |
|--|--|
| RF – Right Front LF – Left Front RR – Right Rear LR – Left Rear RS – Right Side LS – Left Side LT – Left RT – Right | UPD – Unrelated prior damage RPD – Related prior damage PPOI – Primary Point of impact INT - Interior Tow Bill (include claimant vehicle identifier such as V02) |

| Photo Labeling Format | |
|--|---|
| Vehicle Number: <ul style="list-style-type: none">• Vehicles require a 3 character identifier (i.e. V01,V02,V03,V04, etc.)• Vehicle identifier also applies to tow bills, invoices, etc. (V02 Tow Bill) | Supplement Number: <ul style="list-style-type: none">• Original estimates require no version label• Supplement versions use a 2 character identifier (i.e. S1, S2, S3, etc.) |

Settlements Tab: N/A

Tasks Tab: N/A

Total loss Tab: This is where you rate the condition of the loss vehicle. You may need to request additional photos of the interior, options, and other areas of the vehicle in order to accurately rate those conditions of the vehicle. Rate the vehicle conditions as accurately as possible. If in doubt rate the area “Average Private.” Once you complete the condition ratings you must select “**Submit/Request Valuation.**” You must select the Submit/Request Valuation tab, or the report will not be generated.

Additional photos needed on a total loss.



Additional Photos for Total Loss Vehicles

In addition to the standard photo documentation, total loss vehicles should include the following:

- Driver's side view, center console, and passenger side view of dash to support vehicle option identification.
- Condition photos of exterior and interior.
- Photo of registration sticker / License Plate to support unused registration fees.
- Photo of the VIN plate on the dash or VIN decal
- Photo of the odometer. If odometer is not visible, other evidence of mileage such as an oil change sticker or mileage noted on vehicle by salvage vendor.
- Aftermarket equipment.
- Evidence of missing equipment.

Notes Tab: This is a compilation of information pulled from the assignment. This is also where State Farm will put various notes often reminding us to submit our estimate so they can proceed with the handling of their customer.

Event Tab: This tab provides a history of the assignment from date it is assigned to Q.A. claims through completion. When an assignment is cancelled, or a supplement is sent over the notes are often found here.

Pricing Guide

Become familiar with the pricing guide for the areas you are writing your estimate in. State Farm does not survey shops for their Mechanical rate; please contact your manager for approval of any Mechanical rate that is not within the parameters of the pricing guide.

Completing the Estimate of Record

Once you have completed your estimate do a “**Print Preview**” to confirm the Header is displayed correctly. **Do this step on every estimate to insure the header is correct.**

Complete a thorough review of your final estimate; make any corrections or changes before **locking** your estimate. You **must lock** your estimate as this generates the upload to State Farm. **Save and Close** does **not** lock the estimate.

Under the action tab in CCC you can select “close work file” and it will no longer display on your worklist.

We do not handle any Related Prior Damage or write prior damage estimates.

Section III

Templates

Contact/Attempted Contact template: The contact template should be completed for every attempted contact and contact made. This form is in Claim Leader under the report tab. This keeps the State Farm Claim team informed of your activity. This is required to be completed on each and every contact attempt you make.

Once you have completed your estimate of record and determined the vehicle is **Repairable** you will complete the **Probable Repair Template** and email that to statefarmclaims@statefarm.com. You will also email a copy of the estimate to the shop and or vehicle owner. If the vehicle is at a shop, you are not required to send the VO a copy; State Farm will send them one.

If your estimate exceeds the Total loss threshold, or is nearing the threshold **and** has known open exposure (additional damage that cannot be seen or included on the original estimate) complete the Total loss tab. Do NOT release the estimate to the shop or vehicle owner. Complete the **Probable Total loss Template** and email it to statefarmclaims@statefarm.com. Include any pertinent information on the Probable Total loss form, storage fees, approximate dollar amount of the open exposure. Do your best when trying to determine the dollar amount of the open exposure, list the main area(s) and approximate dollar amount. (e.g., open exposure-inner structure & frame; approx. \$1500)

A total loss requires additional photos of the vehicle; with virtual handling you may not be able to obtain these additional photos. Complete the total loss tab as accurately as possible with the photos provided to you. If in doubt rate the vehicle as typical. Use the radio button Average Private unless the condition is obvious. After completing the ratings, you must hit “Request Valuation” button.

Photo Request template: This is used to request photos from a shop or vehicle owner.

Supplements

Shops should submit their supplements through the B2B site; encourage them to follow the procedures listed at the top of the estimate. However, if you receive a supplement from a shop, please forward it to: statefarmclaims@statefarm.com with the claim number in the subject line. Notify our dispatchers (www.Jami.Joiner@qaclaims.com & www.kelly.Farrar@qaclaims.com) and your manager that you have received a supplement from a shop. We will contact State Farms local dispatch so an assignment can be sent to Q.A.

Time Away from Work

Contact your regional manager **any time** you need to be away from work. When possible (scheduled vacations, etc...), provide ample notice so that we can maintain excellence in serving our client and mutual customers.

If your absence is an emergency and you are incapable of calling your manager yourself please have your emergency contact person notify a Q.A. manager as soon as possible so we can get your claims reassigned.

