



## Insurance Claims Processing

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Confirm the vehicle information and loss details are consistent with the assignment or FNOL.

Electronic estimates will only be accepted when created in a private user profile or one reflective of the insurance company the claim estimate is being processed under.

Claims requiring structural repairs must include copies of the OEM repair guidelines from an industry recognized source such as All Data, Mitchell or the vehicle manufacturer.

All claims estimate submissions are to include the following "clear and in-focus" images showing:

- Close up of damages with height stick,
- Images of damages with door(s), hood and/or trunk open,
- Four corners,
- Roof,
- Wheels showing tread wear and mag type,
- Engine compartment,
- Serial numbers,
- Odometer,
- Dash showing options,
- Headliner,
- Seat wear and options,
- Front door inner trim panel,
- Any unrelated damages.

Once approval for a claim has been made the original estimate must be stored and saved, do not submit estimates in the "preliminary estimate" option. If changes are required to the original estimate after submitting it for approval, select the "supplement" option.

Any changes to the estimate/costs of repair must be submitted as a supplement with the reconciliation report. Changes are to include supporting images where required.

Upon completion of repairs all invoices (parts, sublet and others), reports for calibration, scans (pre and post) must be submitted with the final invoice directly to the handling insurance company.

Payment may only be processed when the final invoice matches the last approved estimate/supplement on file and invoice & scan documentation has been provided. Failure to provide any of these requirements may delay the payment processing.



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### Applicable Rates

Please reference our web site [www.crashspace.ca](http://www.crashspace.ca) under the WCIS Estimating Process tab regarding the rate level applicable to your repair facility. Shops with I-CAR Gold or Platinum and/or CCIAP or CCRP Accreditation levels are eligible to charge out different rates than shops that do not.

### Feather, Sand and Block Charges

No additional charges for the Feather Sand and Block refinish procedures will apply to Insurance claims. Adding these charges will result in the claim estimate not being accepted or approved.