

#### ABOUT CCC

CCC Information Services Inc. provides leading automotive claims and repair solutions that drive efficiencies and enable its clients to make smarter decisions in every step of the process. CCC delivers integrated products and deep industry insight to clients through its network of insurers, repair facilities and information providers. CCC's network includes 350 insurance carriers, in excess of 22,000 repair facilities and information from more than 30 data providers that has resulted in the industry's most comprehensive data warehouse of claims file information.

For more information about CCC Information Services Inc., visit our Web site at [www.cccis.com](http://www.cccis.com) or contact us at 800.523.8924



*Go Farther.*

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### *Efficient claim management*

*CCC Autoverse® Claim Management is a web-based, open solution that provides a convenient centralized location to dispatch, receive, review, and conclude the physical damage process of an auto claim. By eliminating the need for multiple software applications, CCC Autoverse helps increase productivity and improve process efficiencies.*

*Insurance companies need one tool that will work with their partners without having to use multiple dispatch or communications methods to maintain their relationships. By linking claims process participants—staff appraisers, repair facilities, loss takers and independent appraisers—CCC Autoverse® Claim Management helps manage the claims process, helping to reduce cycle time while improving customer satisfaction and efficiency.*

### **Partner products include:**

#### **CCC AUTOVERSE REPAIR MANAGEMENT**

*Allows multi-store operators the ability to reassign work and monitor repairs between their facilities. This translates into reduced cycle time and higher satisfaction for your customers.*

#### **CCC AUTOVERSE APPRAISER MANAGEMENT**

*Allows for fast assignment and dispatch to Independent Appraiser firms. IA firms can attach internal tracking numbers, reassign to individual staff, and review digital images and estimates. This helps provide higher quality work and faster turn around time.*

## **CCC's Open Solution**

CCC Autoverse Claim Management is an in-depth communications solution that assists insurance companies with managing the auto physical damage claims process from beginning to end. By enabling insurers to exchange claim information with their appraisal partners, CCC Autoverse streamlines the claims process, ultimately reducing cycle time, and helping insurance companies be more responsive to the demands of their customers.

CCC Autoverse Claim Management allows for the easy exchange of data created from established collision estimating systems that support the Collision Industry Electronic Commerce Association (CIECA) open data environment.

Within its open-standards environment, CCC Autoverse Claim Management supports and facilitates the transmission of data over secured networks including CCC's EZNet® communications network or via the internet, depending upon the insurance company's preference. CCC protects insurance company data through advanced, multiple layers of security, including who may access claims information.

# Advancing Claims Workflow Functions

CCC Autoverse® Claim Management consists of a set of web-based tools that work together to provide a continuous workflow solution to help better manage the claims process.

## ASSIGNMENT ENTRY

Assignment Entry enables insurance companies to create and dispatch assignments to staff appraisers, repair facilities, and independent appraisers by providing a simple, single point of entry for sending assignments and viewing completed work.

At first notice of loss, Assignment Entry provides insurance companies with the ability to locate an appraisal source closest to the vehicle's location. This can help decrease the number of days in the claims cycle and increase customer satisfaction.

Assignment Entry is customizable, enabling an insurance company to select which fields to include in its assignment format, and designate them as mandatory or optional.

## CLAIM FOLDER

The Claim Folder is a central repository that provides detailed claims information so insurance company users only need to look in one place to answer customers' questions. Regardless of the CIECA-supported collision estimating system currently in use, insurance companies can communicate easily with their appraisal and repair partners.

The Claim Folder enables authorized insurance company users to access critical, live information. Users have the ability to view assignments, documents, digital images, related reports, and claim history including events, notes and messages, audit results, and claim summary data. Documents are viewable in their original format, which allows for review and discussion without confusion.

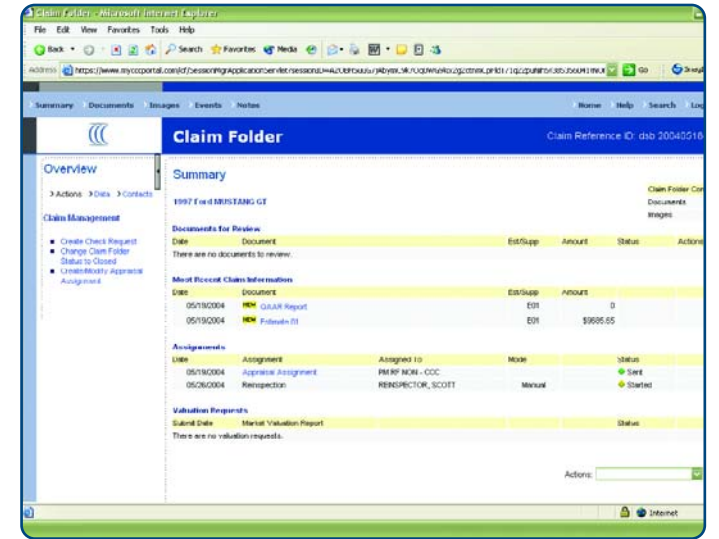
Additionally, when new information and associated claim files are added to the Claim Folder, a home page worklist automatically notifies designated staff, so insurance companies are armed with the most current information.

## ADJUSTER VIEW

The Adjuster View allows authorized staff to search for and view a Claim Folder and its' contents, create an assignment, or view operational reports, providing easy access to the information they need, when they need it.

## REVIEWER FUNCTIONALITY

The Reviewer Functionality allows the insurance company to review the estimates that have been submitted. A reviewer at the insurance company will automatically be notified that an estimate has been submitted for review. The reviewer can view the estimate and the Audit Report side-by-side to determine if the estimate will be accepted or rejected, and can then give an explanation for the decision in the Claim Folder.

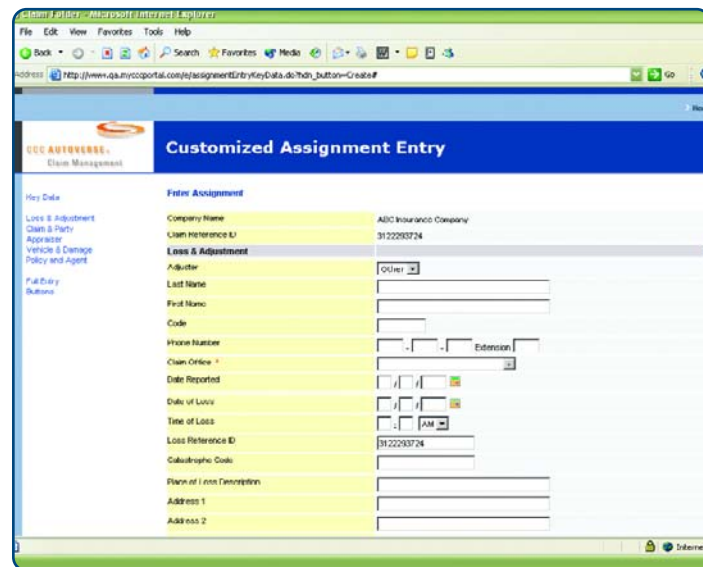


## APPRAISER VIEW

For users of CCC Pathways® appraisal and estimating systems, communicating is easy. By way of EZNet® Communication Network, CCC Pathways users can receive relevant assignments, estimates, images, reports and messaging data directly within CCC Pathways—without having to leave the program!

For staff appraisers, repair facilities, and independent appraisers who do not utilize CCC Pathways, the Appraiser View via the Internet enables them to receive assignments, send estimates, view related reports and digital images, and send and receive notes and messages.

These integrated features help to facilitate the claims process, promoting the exchange of critical claims information. Now, claims process participants can be an active part of the process and claims can be more efficiently resolved.



## CCC Autoverse Claim Management Provides:

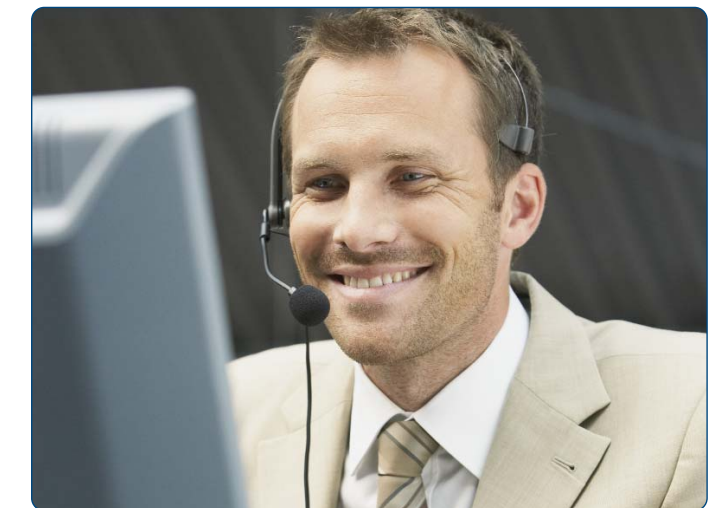
### SEARCH FUNCTIONALITY

CCC Autoverse® Claim Management contains extensive search functionality that allows users to identify files based on a variety of criteria including total loss status, Claim Folder contents, assignments to modify, and appraisers/file handlers. These advanced searches can be conducted using one or more filters to obtain specific results. These results can then be saved as a private search that the user can access for the most recent, relevant information within the stated search parameters.

This functionality helps users sort workload, manage appraisal sources, pinpoint files for review, identify outstanding assignments and estimates, and streamline workflow.

Claim Reference	Label File Reviewed	Date	Vehicle Owner	Vehicle	Appraiser	Total Cost of Repairs	Claim Folder Links
085 2004010401	05/05/2004		AYAMAKA, LUCIA	2000 Honda ACCORD LX	PM FF NON-CCC	\$ 7,274.02	
088 2004010101	05/05/2004		JAYCOX, GLEN	2003 Honda ACCORD DX	PM FF NON-CCC	\$ 8,608.32	
2004010101	05/05/2004		RUCON, ZACHARY	1999 Chevrolet CAVALIER OPC	PM FF NON-CCC	\$ 1,022.11	
2004010102	05/05/2004		HANUER, HECTOR	2000 Nissan MAXIMA GLE	PM FF NON-CCC	\$ 1,822.40	
085 2004010103	05/05/2004		DDINE, LDWIG	1997 Ford MUSTANG GT	PM FF NON-CCC	\$ 9,005.00	
10 2004010101	05/05/2004		HARR, ZACHARY	1999 Ford EXPLORER V42 EDDIE RUCKER	PM FF NON-CCC	\$ 8,208.60	
10 2004010102	05/05/2004		TEL, DEAN	2002 Dodge STRATUS SE PLUS	PM FF NON-CCC	\$ 6,208.04	
10 2004010103	05/05/2004		MCCORMEN, JIMMY	1999 Mercedes Benz E320	PM FF NON-CCC	\$ 3,828.88	
10 2004010104	05/05/2004		LEVELL, ROBERTO	2000 Hyundai ACCENT L HB	PM FF NON-CCC	\$ 1,085.35	

- > *Access to estimates, supplements, and digital images created using established collision estimating systems that support the Collision Industry Electronic Commerce Association (CIECA) open data environment.*
- > *Integration with CCC Pathways® Solution, CCC Valuescope® Claim Services, CCC Accumark™ Solutions, CCC Intellisphere® Reporting and Recycled Parts Services (RPS) offering users the complete solution for claims resolution.*
- > *Ability to electronically audit estimates and supplements.*
- > *Management data to understand business workflow.*
- > *Transmission of data over secured networks.*



- > *Easy-to-navigate screens.*
- > *Convenient remote access via the Internet.*
- > *Advanced search, sort, and filter functions to assist in prioritizing work.*
- > *Workload balancing to allow management the ability to view and redistribute internal staff workload.*