

Autosource Specialty Valuation Services

Autosource has been setting the standard in Specialty Vehicle Valuations for 23 years

Autosource has been providing the accuracy and expertise needed to position the claims handler as an expert on the most complex specialty claims for 23 years. In celebration of our anniversary, Autosource has launched new specialty products and services including a new Specialty Valuation Portal, Specialty Management Reporting, a Multiple Comparable specialty valuation format, and additional specialty education via the Online Training Center.

As the recognized industry leader, Autosource processes over one million valuations per year and more than 105,000 specialty vehicle valuations annually. Common production high-end vehicles, motorcycles, ATVs, snowmobiles, and medium duty trucks are often produced instantly. The more difficult claims involving heavy duty trucks, recreational vehicles, boats, heavy equipment, exotic vehicles, high-end highly customized cars, trucks, and motorcycles will often be completed within 24 hours.

Autosource owns our specialty database, and the strength and size of the database provides complete vehicle coverage, and market-specific values that allow successful negotiation of the claim while improving the speed to settlement.

Our ongoing commitment to quality leverages strict standards of comparability for accuracy. All valuations provide individual



documentation of vehicle specifics including line item adjustments for all vehicle attributes, equipment, and conditioning for easy identification and explanation when settling the claim.

In addition, Autosource provides continued support including conference calls with vehicle owners to discuss complex claims, dispute resolution, and proactive legal support.

The breadth and depth of Autosource Specialty Valuations always provide accurate, market-driven values that are backed by legally defensible valuations that reduce litigation exposure while improving customer service.

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Autosource: We value everything on land, sea and air

Motorcycles, ATVs, Snowmobiles, Exotics, Modified Street Cars, Muscle Cars, Campers, Recreational Vehicles, Construction & Heavy Equipment, Limousines, Boats, Trailers, Farm Equipment, Hearses, Ambulances, Airplanes, Steam Engines, Land-Based Oil Rigs, and more.

Inspection accuracy for specialty vehicles improved through new online Autosource Specialty Services

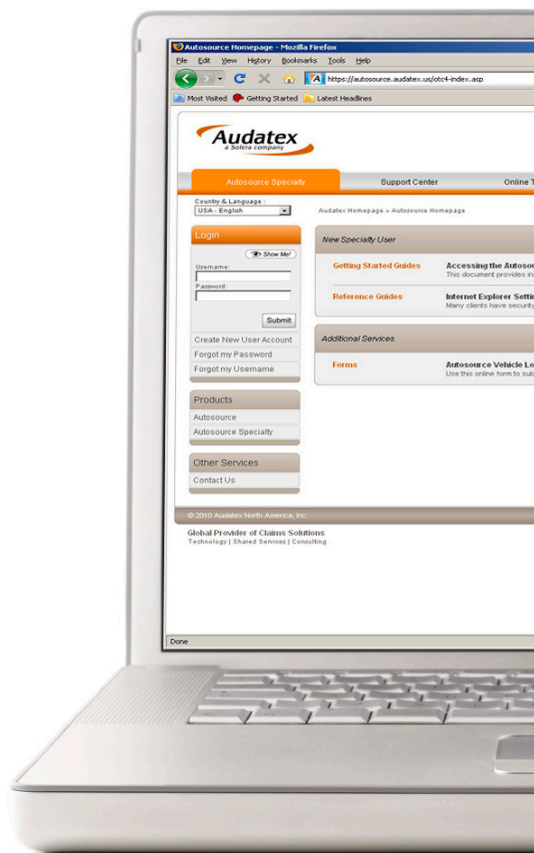
Autosource realizes that claim representative credibility when settling specialty claims starts with an accurate vehicle inspection and continues with a comprehensive vehicle valuation. Having an accurate valuation the first time, increases vehicle owner confidence during the settlement process, and may potentially reduce cycle time.

In understanding this first dynamic, Autosource development, in conjunction with client feedback and field testing, has launched a new Specialty Valuation Services site to ensure alignment with the inspection and valuation process.

The new Autosource Specialty Services site allows online submission of specialty valuation requests using updated vehicle specific templates and provides redesigned Pre Damage Appraisal (PDA) forms. This new design provides more direction to the appraiser as to what vehicle characteristics and options will affect the valuation process and resulting value. The new PDA form has improved inspection accuracy and reduced costs incurred for rework related to missed options and mistakes in vehicle identification.

In addition, the Autosource Specialty Services portal acts as a one-stop center to access printable PDA forms for on-site inspection note taking. Conditioning guides, training,

reference guides, and other information specific to the needs of the appraiser or claim representative inspecting the specialty vehicle are also available for easy access. To take advantage of this free web portal and the tools and services it contains, add <https://www.autosource.audatex.us> to your Internet Explorer Favorites and login with your existing Online Training Center username and password or request access today.



Audatex Online Training Center reinforces client specialty knowledge

The Audatex Online Training Center continues to reinforce the knowledge needed to accurately inspect and understand specialty total loss valuations. Webinars have been created to provide training about the inspection process. These are self paced running between 30 to 60 minutes.

Detailed Reference Guides contain vehicle specific option breakdowns serving as an easy to use handbook. PowerPoint presentations were created to improve understanding of the vehicle inspection, entry and valuation methodology. These value-added services encompass a wide range of vehicle categories. Live training has also been incorporated for motorcycles and client-driven requests for those who prefer classroom style learning. To learn more, log in to the On-Line Training Center at:

<https://www.training.audatex.us>.



Specialty valuation processing time improves with the introduction of multiple comparable exception format

The new multiple comparable valuation format highlights how Autosource expertise and database strength delivers innovative solutions to support critical client customer service and loss adjustment expense initiatives.

The new specialty multiple comparable valuation format provides a fair market value based on three or more comparables using an exception valuation format that makes use of statistically based elements.

The search for comparables begins at the loss vehicle's postal code and expands only as necessary to locate additional comparables, resulting in a more locally sensitive market area.

The value is calculated by averaging the price from multiple comparables after allowing for vehicles adjustments to accommodate for significant difference

"This new valuation format provides more comparable vehicles in a shorter amount of time, while emphasizing local sensitivity. In addition, the accuracy is improved during the initial inspection, reducing the number of versions needed to complete the valuation."

Turnaround time has decreased by 50%, allowing clients to present a settlement offer to vehicle owners sooner than before. Additionally, the use of statistical elements, especially for equipment on RV valuations, has resulted in a decline in the average number of versions by more than 30%.

between the loss and comparable vehicles. In addition, the valuation recognizes and adjusts for typical equipment and condition.

The multiple comparable valuation has been extremely well received by clients as evidenced by sharp decreases in both turnaround time and versioning.

Special construction motorcycle total losses continue to rise

Even with the decline in first quarter sales over the same period last year, the total loss volume for special construction motorcycles has done the opposite, increasing more than 50% this past year. With the continued popularity of special construction motorcycles driven by cable shows, this trend looks to remain steadfast going into 2011.

The expertise for accurately assessing the value on special construction motorcycles requires a much stronger knowledge base than what is needed for evaluating a common street bike or Harley Davidson. Autosource Specialty Services has been meeting the growing demand for evaluating these motorcycles.

Autosource valuation specialists have an average of 15 years experience, possessing the expertise to ensure accurate values.



A conference call was made with the insured and the adjuster to obtain a list of components used to build this bike, as no receipts or build sheet was available. A comparable was located, and after adjustments the ACV was \$7,155.



New Specialty Management Reporting provides claim—specific analytics for insight into specialty total loss activity

Amassing claims detail into an easy to understand report, Autosource Specialty Management Reporting provides detailed analytics on valuations run through the Autosource Specialty Department in summary or detail format.

At a high-level, claims management can view all specialty claims processed via category of specialty, and specific to the year, make, model, and actual cash value. Information is based on a specific time period and segment of the organization down to the claim representative level. The report tracks cycle time from the date of loss to date submitted, through date completed along with the timeframe for each segment. The methodology used to complete the valuation and the number of comparables and dealer quotations including the average number and percentages is also provided. The number of versions per request is tracked for potential training opportunities at the category

level and includes the vehicle description, odometer, equipment, condition, and methodology.

Specialty reporting is available in two formats. The standard report has separate columns for each piece of information, and is more suitable for sorting and subtotaling in Excel and is recommended. The “Pivot” report is in a format that can be transformed in to an Excel Pivot Table, which has more powerful grouping commands available. This format is available to proficient spreadsheets users. Contact your Autosource Account Representative for access at **1-800-351-3133, option 5.**

Make	Model	Count of Type	Average of Version	Average of ACV
		67	1.2	41,224
BOBCAT		1	1.0	21,575
	B250	1	1.0	21,575
CASE		25	1.2	32,388
	580	8	1.1	27,126
	9010	1	1.0	20,250
	480L	1	1.0	8,250
	580C	1	1.0	8,465
	580D	1	1.0	12,375
	580E	1	1.0	13,065
	580K	1	2.0	18,895
	580M	3	1.0	48,333
	580S	7	1.3	51,305
	780C	1	1.0	7,250

Pivot table columns can vary based on the information requested.

“Sudden changes in specialty valuation mixes, spikes in values and training opportunities can be easily identified through new specialty reporting capabilities.”

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