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| Assignment Instructions |  |
|  | 7732820  : Liberty Mutual |  |
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**Supplement Assist with Reinspection Rules**

**This Assignment is for** **a supplement that was not originally handled/written by SCA.  This is a file handled virtually by the client, where the supplement now requires a physical re-inspection.**

* **Physical re-inspection is MANDATORY for this assignment.**

**Process:**

* Obtain a copy of the original estimate.  (This should have been provided to you with the assignment).  If you did not receive a copy of the original estimate, please contact the office for assistance.
* Rekey the estimate into CCC One.  The total dollar amount must match exactly.  A one line estimate is not permitted as it will not account for labor and material overlaps.
* If the original was written in estimating software other than CCC, a single “sublet” line may be added to exactly match the original.  Write a line note that reads “Adjustment to match original estimate”.
* Lock your rekeyed estimate.
* Write supplement based off of your physical reinspection for any differences or changes between the original and your reinspection.  Obtain any available invoices.  Follow client rules for parts usage, labor and tax rates and betterment/depreciation.  If you deem the vehicle to be a total loss, follow client rules for total losses.  Complete any client specific forms.
* Upload your photos, rekeyed estimate and supplement along with any invoices, client specific forms you completed and your Appraiser Report.  Provide detailed notes in your Appraiser Report explaining any differences or changes to the original that resulted in your supplement.
* Follow client rules for release/non-release of paperwork.

**Completed product should include –**

* Original estimate.
* Rekeyed original estimate.
* Supplement created off of original estimate.
* If a total loss, all completed valuation forms and documents required by client.
* All required photos.
* Appraisal Reports with relevant comments.
* All client specific forms that were completed.
* Any other supporting documents as appropriate.

**Client Quick Summary**

* Release paperwork (Yes)
* If the appraisal is made at a repair shop in NY, the registration number of the shop must be included on the estimate form.
* Fill out CCC, Complete Call In, Provide ProQuoute
* On the settlements tab in CCC One, fill out the BASE VALUE and the OWNER RETAINED SALVAGE.  You should not have an issue with the salvage/pro quote, if you do not get an instant value leave the field blank and note your appraiser report with the request number and ‘no instant value.’
* If the vehicle is a **total loss or borderline total, always code your CCC estimate Point of Impact as a 15** Total Loss and under the Settlement Tab – Settlement Decision select Total Loss
* Pay particular attention to the parts rules, push for LKQ/Reman/AM
* NADA printout showing the Clean Retail Value of the unit is required with all files - Repairable or Total Loss.
* When the estimate reaches 65% of NADA value, run a CCC evaluation to determine if it is actually a TL as NADA values are currently low.
* All repairable estimates >$40k and total losses >$75K must be approved by [apdfieldia@libertymutual.com](mailto:apdfieldia@libertymutual.com), no exceptions!

**NY APPRAISERS - PLEASE NOTE**:

* Days to Repair must be on all estimates.
* Shop Registration number must be on the estimate (if shop listed)
* Fill out CCC, Complete Call In, Provide ProQuote
* If the vehicle is a total loss or borderline total, always code your CCC estimate Point of Impact as a 15 Total Loss and under the Settlement Tab – Settlement Decision select Total Loss
* LKQ/Reman/AM parts regardless of the year or mileage! See Liberty parts rules below.
* If your photos don't show the damage, don't include it in your estimate.
* Liberty top concerns: Correct labor rates, Tax rates and Partial refinish (And add's-on's when not at shop)

**Client Fatal Error List**

* If the vehicle is a **total loss or borderline total, always code your CCC estimate Point of Impact as a 15** Total Loss and under the Settlement Tab – Settlement Decision select Total Loss.
* Lock your CCC One estimate.  Do not upload a preliminary estimate.
* WHENEVER YOU DO NOT REACH AN A/P WITH A SHOP IN NEW YORK YOU MUST NOTIFY LIBERTY BY EMAIL TO  [apdfieldia@libertymutual.com](mailto:apdfieldia@libertymutual.com)
* No labor rate concessions without approval through [apdfieldia@libertymutual.com](mailto:apdfieldia@libertymutual.com)  If the vehicle is at a dealer for service dept. type work only, you can allow for the dealer rate without approval from [apdfieldia@libertymutual.com](mailto:apdfieldia@libertymutual.com) and add a note to your appraisal report
* Correct Labor Rates and Tax Rates: Refer to the Liberty Mutual Labor Rate Workbook for correct labor rates. If you do not have a copy, please contact your SCA Regional Manager.
* Always utilize modified refinish (Basecoat reduction w/ full clear or spot refinish) when applicable. Today’s blending agents can very easily melt in a clear coat blend, even without a body line. Adjust your paint times!
* Vehicles NOT at a shop: - If the inspection was NOT at a shop, no add-on’s such as Blends, R&I, Sand & Buff, Feather/Block, etc should be allowed on estimate. The only add-on at the bottom of your estimate should be ‘Hazardous Waste Removal’ @ 4.00…nothing
* NEVER ALLOW FOR (Even if the vehicle is at a shop):
* Flex Additive (All auto paint already has Flex Additive in it)
* Color Tint (This is included in the Audatex & CCC refinish times
* Color Sand & Buff (Unless it’s a custom paint job with no orange peel at all, don’t allow it)
* Cover Car – (This is included in Audatex and CCC refinishing times)
* Blending: Only allow blending if the vehicle is at a shop AND only on supplements with a reinspection (or photo verification with the blend panels masked up). Shops always request to blend adjacent panels, yet countless reinspections have found that shops rarely blend. Today’s color matching technology is so advanced that blending is only necessary on about 10% of repairs.
* Admin Data: Fill in all estimate admin data, including all owner information and shop information (including tax ID number).
* UPD estimate should be written whenever UPD is identified.
* Sublet Markup is 25% with a maximum of 150.00 per sublet. For example; if the shop sublets a transmission replacement to the dealer for 3,000.00, max markup would be 150.00.
* Appraisers personal email addresses must not be listed on LM/Safeco estimates.
* Possibility of Subrogation – It’s very important for appraisers to realize that the estimate you write may be sent to an adverse carrier for subrogation. This means Liberty Mutual may seek reimbursement from another insurer for a claim they paid on behalf of their insured. If the LM insured was not at fault, they’ll attempt to collect from the other party’s insurance company. They’ll send your estimate to the other insurer with a reimbursement (subro) demand. If the adverse carrier can’t see all the damage listed on your estimate in the photos, or if you allowed OEM parts when alternative parts were available, or you chose alternative parts that could have been found for less, that adverse carrier will not fully reimburse Liberty Mutual. If so, you as the appraiser may be liable for any subrogation deficiencies. Given that, ALWAYS write your estimate as accurately as possible, using the most cost-effective parts and only allow for repairs which can be seen in your photos.

**Client Photo Rules**

**Anything written on your estimate must be visible in the photos.  If the photos dont show it, do not write it.**

**Repairable Damage Images**

* 4 corners that are clear and legible
* At least 4 photos of the damage area
* Impact height measurements in inches using a Keson Tape Measurer (straight on, level and showing contact with ground)
* Odometer
* License plate
* VIN Plate (Both Door and Windshield to confirm vehicle)
* Production date/MFG data plate
* Vehicle registration
* Unrelated Prior Damage (UPD)

**Required Total Loss Photos in Addition to the Above:**

* Airbag deployment
* Seatbelt deployment
* Radio/NAV
* Headliner condition
* Upholstery condition (front and rear seats)
* Carpet condition (front and rear - be sure to lift up floor mats)
* Tread depth measurements (all 4 tires)
* Doors and dash for vehicle options
* Windshields with attention to chips, pits and cracks
* Spare tire
* Engine compartment condition
* Engine with dipstick pulled to show oil level and condition
* Trunk of vehicle showing spare
* Any other needed photos to depict damage, UPD or conditioning

**Client Estimate/Supplement Release Rules**

 Yes - Release a copy of the estimate to vehicle owner and or repair facility.

**Client Parts Application Rules**

* FIND LKQ, RECON AND AM PARTS! - LM/Safeco expects us to use LKQ, Recon, Surplus and Aftermarket parts on all estimates regardless of the vehicle year or mileage when appropriate and available.  \*EXCEPTION – If the assignment instructions note Affinity Parts guidelines apply, DO NOT write for aftermarket parts.  Write OEM or LKQ OEM only if this is noted.
* If LKQ, Recon or AM parts don’t come up in the estimating database, call LKQ Corp’s special Liberty Mutual Parts Hotline at 877-391-2727. They will immediately answer and run an instant parts search.
* Aftermarket sheet metal must be CAPA Certified.
* LKQ full frame assemblies, LKQ engine cradles are OK. (No LKQ unibody rails)
* Complete LKQ Suspension Knee assemblies are OK, but don’t write for individual LKQ suspension item such as a control arm or knuckle. Estimate for the entire knee assembly and let the shop use the parts they need.  OH time should be allowed for the assembly.
* No LKQ Airbag equipment, steering columns/components or individual brake parts. (Aftermarket or reconditions steering racks/gears OK)
* LKQ Solid Axles, Axle Beams and I-Beams are OK.
* Transferable parts on a LKQ assembly should not be replaced unless physically damaged.  You must confirm the part on the LKQ assembly is damaged before adding it to your estimate. (i.e. moulding on a LKQ door)
* If the assignment shows an OEM endorsement, all OEM parts must come from a dealer, no other source.

**Client Total Loss Rules**

* If the vehicle is a **total loss or borderline total, always code your CCC estimate Point of Impact as a 15** Total Loss and under the Settlement Tab – Settlement Decision select Total Loss.
* When the estimate reaches 65% of NADA value, run a CCC evaluation to determine if it is actually a TL as NADA values are currently low.
* Fill out the CCC Valuation form in its entirety and call into CCC  Include the request number in your Appraiser Report.
* On the settlements tab in CCC One, fill out the BASE VALUE and the OWNER RETAINED SALVAGE.  You should not have an issue with the salvage/pro quote, if you do not get an instant value leave the field blank and note your appraiser report with the request number and ‘no instant value.’
* All condition ratings must include detailed comments on the CCC Form.
* You must also advise the CCC Rep to add the comments to the report when calling in the evaluation.
* CCC ID’s for Liberty and Safeco:
* Liberty Mutual – Personal Auto (all states except RI and VT) – 04319
* Liberty Mutual – Personal Auto (RI and VT only) – 04321
* Liberty Mutual – Specialty (Motorcycle, RV, Commercial, Classic, etc.) – 04320
* Safeco – If the claim number starts ‘04’, use CCC ID 04319. Also, if it's a "04" claim number, when calling in a CCC valuation you must add two 00 pre the last two digits of the claim number. For example; if the claim # is ‘045328631-01’, call it into CCC as ‘045328631-0001’
* All other Safeco claim numbers, use Safeco CCC ID 04900
* Before you leave the shop, always discuss and attempt to negotiate any tow, storage or advance charges i.e. partial repairs, teardowns, etc. And, explain these negotiations in your Appraisal Report.
* For LM and Safeco - Obtain a salvage quote:
* For AZ, IL and WA call IAA for Bid Fast Salvage Bid 800 422 2897.
* All other states call for a Copart ProQuote 800 269 4885.
* List the bid request number and bid amount on your Appraisal Report.
* When calling Copart or IAA you will need to provide the vehicle ACV and estimated damage amount. Base the ACV on NADA ‘Clean Retail’ value unless CCC has provided you with an instant value.
* VERY IMPORTANT: Mark Point of Impact in CCC estimate as Code 15 (total loss).  Select Total Loss for Settlement Decision under Settlements tab.
* If there is Unrelated Prior Damage (UPD) on a vehicle, a separate UPD estimate must be written.
* Total Loss threshold for should be considered between 60%-70% of NADA Adjusted Retail Value. (When determining T/L, make sure you take into consideration your estimate and any potential supplements)

**Client Tow Charge Rules**

 Do not include towing, storage or teardown charges in estimate. List in Appraisal Report comments only and include a copy of the invoice/bill with your upload.

**Client Supplement Handling Rules**

* Repair facility information and the shop Tax ID number must be populated on all supplements. (The TIN must be listed under the license number in CCC)
* Supporting invoices and photos are always to be included on supplement uploads

**Client Betterment/Depreciation Rules**

* Apply betterment/depreciation on both insured and claimant vehicles on parts with a limited life expectancy; Tires, Batteries, Shocks, Mechanical etc.
* No betterment/depreciation needs to be taken if the replacement part estimated is an aftermarket, reconditioned or LKQ part unless the damaged part was non-OEM. (Not applicable on tires)
* Estimate line note should contain the life expectancy or tire tread depth to document the decision.
* No deductions should be taken on vehicles with less than 12,000 miles. On OEM parts, apply 1% betterment per 1,000 miles after 12,000 miles, not to exceed 75% of the cost on items subject to wear and tear. No deduction for betterment on aftermarket, reconditioned, rebuilt or remanufactured parts is to be applied. Note: Your state-specific regulations may further limit application of betterment.

**Client Documentation Requirements**

* Complete the Core appraisal report in its entirety and provide specific detailed inspection notes.
* Always note in your report the approximate open items.  Provide an approximate supplement amount and an explanation of possible hidden damages and procedures.
* NADA Printout required on all files - Repairable or Total Loss
* Comment in your Appraisal Report the "Approximate Market Value" of the unit.

**Client Rates and Sales Tax Rules**

* It is imperative you only utilize the Liberty Mutual Approved Labor Rates.  (You will be held financially accountable for any deviation)
* Utilize Liberty Mutual Approved labor rates and sales tax, always reference the Liberty Mutual Labor rate guide.  Any deviation must be approved via APD at Liberty mutual. ([APDFieldIA@LibertyMutual.com](mailto:APDFieldIA@LibertyMutual.com))  Do not contact the adjuster regards rates. If the vehicle is at a dealer for service dept. type work only, you can allow for the dealer rate without approval from [apdfieldia@libertymutual.com](mailto:apdfieldia@libertymutual.com) and add a note to your appraisal report

**Client Miscellaneous Rules**

* Always add applicable pre & post scans based on manufacturer guidelines regardless of vehicle being at shop or not.
* If applicable, always supply a UPD estimate.
* Refer to the parts code table in CCC for more detail, breakdown below.
* IF THE VEHICLE IS NOT AT A SHOP: Do not include any add-on’s such as Blends, R&I, De-nib, Feather/Block, etc on your estimate. The only add-on to an estimate should be ‘Hazardous Waste Removal’ @ 4.00…nothing else. No other add-on items should be estimated until the vehicle is at a shop and the items are negotiated.
* IF THE VEHICLE IS AT A SHOP:
* NEVER ALLOW FOR:
* Flex Additive (All auto paint already has Flex Additive in it) unless the shop can provide supports that it was required
* Color Tint (This is included in the Audatex & CCC refinish times) ONLY when at a shop you can concede to EITHER tint or blend, not both.  Document your appraiser report as to why allowed.
* Color Sand & Buff (Unless it’s a custom paint job with no orange peel at all, don’t allow it)
* Cover Car – (This is included in Audatex and CCC refinishing times)  Only ONE car cover per estimate if needed
* Only if at the shop and requested, you may negotiate the following items…
* Corrosion Protection (Only allow if there is welding involved) There must be a repaired panel on the estimate for this to be allowed.
* Seam Sealer – (Per invoice)
* Blend – Only allow on supplements with a reinspection or photo documentation with the blending areas masked up. Use estimating system times for blending.
* Replacement or Clean & Re-Tape of emblems - Shops are now using a company called [www.adhesivetemplates.com](http://www.adhesivetemplates.com/) which sells replacement tape template for all emblems. If the emblem price is over 25.00, search the adhesivetemplates.com website for template prices. If you allow for an emblem adhesive template on your estimate, allow the shop .1 to clean the old tape off the emblem.
* Other additional labor items (Parts Code Table Items) which may be included in a street stop estimate if warranted…
* Coolant / Antifreeze- 14.00 per gallon, max 2 gallons.
* Freon- R134 up to $10 per pound, not to exceed $30 (avg vehicle holds 1.8 lbs)
* Wheel alignments must be listed as a Sublet amount, do not select time from the system database. Only allow if suspension is clearly damaged. Do not arbitrarily add if only the wheel/tire is damaged or if the body of the vehicle has been damaged.
* Tape stripe 0.2 hour per panel not to exceed .5 hour, allow 10.00 for materials.
* Painted stripe 0.4 hour first panel, 0.2 hour additional panels up to 1.0 hour.
* Gravel guard 0.2 hr per panel not to exceed 1.0 hour.
* Scans are to be written at .5 M unless an invoice is obtained.
* Clean car for delivery is never allowed