

## Brave New World: An Appraisal Firm Providing a Repair Facility Solution

### *Combining Smart Technology and Smart People Gives Insurers the Best Choice in Auto Repair*

In choosing a method to complete material damage assignments, carriers have several options including: Staff, a Virtual App, an Independent Appraiser or a Repair Facility. Thankfully, the choice just became a lot easier. Introducing the PAIR program; a new method of inspection from SCA, the nation's leading appraisal firm, which connects insurers or vehicle owners with local repair shops. By selecting SCA Claim Services, they can now triage any assignment to the best resource for completion, including DRP and virtual options. SCA has the ability to remove any hassle or unnecessary delays from the process.

"The shops in our program represent an excellent selection from the industry," Kacey Sayers, Director of Material Damage said of SCA's nationwide network of repair vendors. "Repair shops provided by the PAIR program deliver when it comes to timeliness, quality and customer satisfaction. Further, our repair partner continuously monitors the facilities to ensure they meet these standards." Sayers added, "These shops are the ones that deliver excellent results for the vehicle owner - because that's what we're focused on, and that's what our insurers are focused on."

From start to finish, PAIR makes the process easy. An adjuster simply logs in to our DASH portal to see a list of zip code specific repair shops or SCA can contact the vehicle owner and provide the list. Once a shop is selected the digital assignment is sent and the shop reaches out to the owner. From facilitating and scheduling the vehicle drop-off to getting the estimate created and ensuring thorough and speedy repairs, the PAIR program handles it all. Estimates include a comprehensive desk review to ensure carrier guidelines are followed for both parts and labor. The repairers participating in the PAIR program also offer a limited lifetime warranty on repairs.

Outcomes matter - and finding a repair shop that can ensure a positive outcome is imperative for maintaining an insurer's trust and reputation. With PAIR, SCA Claim Services has set itself apart as the go-to provider who solves problems for insurers and their customers. More information is available at <http://sca.claims> and the company will be giving demonstrations of its new virtual damage capture app, Streamline, in Anaheim, California at the **NACE CARS 2016 Expo**, booth #1064.

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