



Client Body Shop Process & Procedures - Government

A key element of our success is partnering with your body shop. Please keep this guide and make copies as necessary to ensure all personnel have an understanding of our process. Following these instructions will help ACM recover the maximum for your damaged vehicle.

STEP 1

ACM will be submitting the claim to the appropriate insurance companies. **DO NOT** contact or turn the claim into the insurance carrier.

- If the insurance company contacts you or your shop, refer them to ACM at (210) 340-4400.
- **DO NOT** discuss the claim, damage, negotiate, or provide the carrier your estimate.
- If DRP Shop (Direct Repair Program) **DO NOT** put claim through that program.
- If an insurance appraiser comes out, notify them that ACM will be handling the claim and there is no need for them to write an estimate.
- If an insurance company has appraised the vehicle (or sends you a check), notify ACM immediately, and we will advise on how to proceed.

STEP 2

Teardown the vehicle and write a complete estimate for repairs. The vehicle is to be repaired to your estimate. If the estimate is...

LESS THAN \$4000:

Begin repairs immediately and submit estimate and photos through the **ACM Tracker™** web portal or at **commercial@altclaim.com**

MORE THAN \$4000:

Send to **commercial@altclaim.com** but hold repairs until an independent appraisal (IA) is completed.*

*Repairs can begin upon completion of IA.

NON-REPAIRED VEHICLES:

Total Loss

If the vehicle is clearly a true total loss, there is no need to write an estimate. Submit only color photos to **commercial@altclaim.com**. ACM will assign the independent appraisal.

Mid-Range Hit / Client Decides Not to Repair

If you make a business decision not to repair a mid-range hit (50-70% damage to value), please write an estimate but **DO NOT** perform a teardown as that will devalue the salvage.

STEP 3

When repairs are completed, inspect the vehicle and provide ACM the date the vehicle was in and out of the shop for repairs.

What your shop can expect from Alternative Claims Management:

A dedicated Client Success Team to facilitate the needs of your body shop.

Primary point of contact for all body shop inquiries regarding the handling of vehicle damages, freeing up your time.

Effective communication with at-fault carrier. Remember, client should not provide any information, ACM handles it all

Coordination and scheduling of independent appraisals, photoscopes, pick-up or disposal of salvaged vehicles, settlement of purchase from winning salvage bid

Expert answers to all questions related to repairable or non-repairable vehicles.

Timely notification of total loss or repairable determinations

SUBMITTING ESTIMATES & PHOTOS TO ACM

In the subject line of your email, please put: **Unit # | Company/Vehicle Owner Name | VIN**

Send to **claims@altclaim.com** and include your contact information.

Detailed photos of every part and procedure are essential. Photos must support the damage, the teardown, mileage, any dash lights that may be on, and diagnostics.

Please keep all damaged parts until the independent appraiser can see them.

TOWING/TEARDOWN

Please submit teardown invoice and any tow bills upfront with the estimate and photos before repairs begin.

SUPPLEMENTS

When a supplement does arise, please complete repairs and submit final invoice with supplements ASAP. Clear photos and parts invoices are key to getting supplement(s) paid without stopping repairs while waiting for an insurance adjuster.

STORAGE

If there is a storage bill from a tow yard, please submit your tow invoice with your estimate at the beginning of the claim. ACM cannot guarantee that the insurance carrier will pay storage fees, so it is very important that you move the vehicle to a non-charging facility while ACM negotiates the total loss settlement.

If the facility where the vehicle is located is charging you a fee, please remove the vehicle from that facility right away. If you need assistance in doing so, notify ACM immediately and we may be able to assist. ACM will do its best to collect as much as we can.

Contact us today to learn how ACM can streamline your repair process and maximize your results!



☎ (210) 340-4400

✉ claims@altclaim.com

💻 www.AltClaim.com