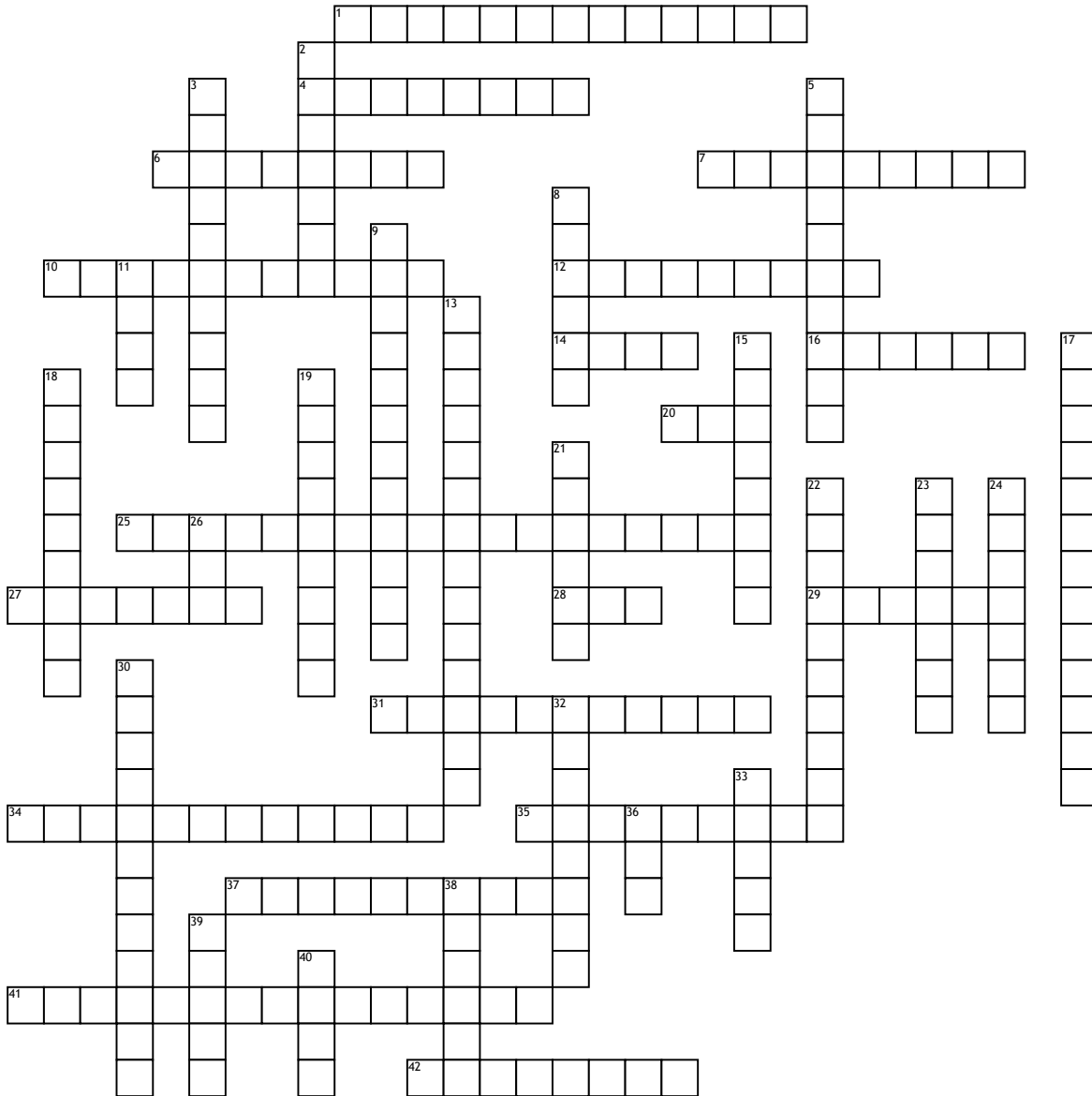


AUTO ILR- Navigating the SCPs



Across

1. In _____, we must provide the owner of a vehicle with a Completed Work Claim Form (CWCFF) on first party claims if we do not have a direct payment plan or the owner of the vehicle chooses not to accept payment under a direct payment plan. The purpose of this form is to ensure that the repairs have been completed prior to making payment on the claim.
4. _____ should be used when using Bid Review in PA or OH.
6. AUTO ILR will need to set up a claim when reporting glass only and _____ are involved.
7. ERS cannot set up a claim when the vehicle has damage caused by a _____.
10. In MI, we may have _____ rights against the claimant if they are substantially at fault and do not qualify for tort immunity.
12. The _____ Payment Direction template should be used when setting up any inspection other than Select Service or Staff Estimate.
14. Our glass only claims are handled by _____.
16. Liability is clear when the reported facts of loss indicate that a party is _____ responsible for the loss and no apparent dispute or exposure exists.
20. This is the website we direct Agent Offices to when they call regarding Agent's Draft Authority (ADA) or reimbursement of an ERS bill.
25. Customers can easily check the status of their claim online on the State Farm website by using the _____.
27. If the Insured does not have or cannot provide their policy number, then the associate should file _____ Loss Report using the Insured's name they are providing as the First Named Insured after CH has exhausted all search options.
28. A _____ day calendar needs to be set when a V*1 vehicles still needs to be qualified for coverage.
29. You create a _____ Loss Report if we know the policy but it does not attach in LIT.
31. The conclusion of all calls, regardless of whether the call will be transferred, should include an _____ of next steps.

34. If Customer is on the phone when the associate recognizes that a _____ is necessary, proceed to Transferring Calls and handle accordingly.

35. When recording a lienholder claim, you select _____/Lienholder in the reported by field.

37. If the customer advised there is an Order of _____ in existence, complete the loss report in LIT but do not do any additional activities.

41. _____ applies when an Indiana Policyholder has a loss and the vehicle is the current year or five preceding model years old. This applies to described, Newly Acquired Car, Temporary Substitute Car, and Non-owned Car vehicles as well as motorcycles and motor homes.

42. When reporting weather claims, if the loss is on a _____ Cat and routed to Cat team, no additional activities should be set.

Down
2. When updating a customer's contact number in LIT, you should use _____ to update the number.

3. Call _____ Disclaimer should be used anytime a caller is brought into the call.

5. AUTO ILR associates can file claims for _____ states. Licensed state losses are reported by ILR.

8. Police report will need to be ordered when handling a single car loss involving a pothole or other roadside hazard for which a city, county, state agency, or one of its contractors may be _____.

9. When a claimant or someone other than an NI calls to report the loss, at a minimum, the caller should be able to verify either the _____ name and DOL or Policy Number and accurate description of the vehicle associated with the policy number.

11. If customer is reporting a double insured loss and no claim has been filed under either policy, be sure to file a claim under _____ policies when warranted.

13. Written _____ is needed in claim for NJ claims before issuing payment to a licensed auto body facility.

15. If the caller/company is interested in doing _____ with State Farm, direct them to: WWW.B2B.STATEFARM.COM and ask them to complete the "contact us" form.

17. EVRT should be ran for all non-drive vehicles, except those that are over 30 years old or is not drivable solely because of stolen wheels, flat tires, etc. or if the vehicle is already at NPS or _____ shop.

18. The Select Service assignment needs to be sent in ECS (not LIT) when the loss occurs in Michigan, NI is 50% or less at fault for the accident and NI carries _____ collision coverage.

19. _____ should be used for inspection of specialty vehicles as they are not eligible for VIS or Staff inspection.

21. How many days should be authorized when sending an original rental assignments to Hertz/ERAC through the claim?

22. _____ User should be verified in OH if the driver of the described vehicle is someone other than a named insured or resident relative.

23. Liability can be finalized when _____ reported the loss and the facts indicate either participant is 100% liable.

24. _____ should never be used when updating numbers in LIT.

26. A 45 day _____ calendar should be set when liability is established and no call out is needed.

30. When recording a lienholder claim and the date of loss is unknown, enter the date of _____.

32. If the vehicle the insured was driving was not the described vehicle on the policy, the involved vehicle should be indicated in the Loss Intake Tool (LIT) as a _____ car.

33. _____ is a third party administrator that handles SF tows .

36. When doing a _____ and or vin request for AL, AR, AZ, CA, HI, NH, NY, OK, PA, VA, & WA license plate/tag number is required.

38. When recording a lienholder claim and the time of loss is unknown, enter the time of repossession, if that is unknown then enter _____ am.

39. _____ can file a claim if they are a Named Insured, interpreting for an adult, or has permission from their parental/guardian to report the loss.

40. If a customer sustains a loss in Mexico and is being detained by the authorities, you complete a partial loss report in LIT and _____ transfer to the MRU representative listed in the SCP.