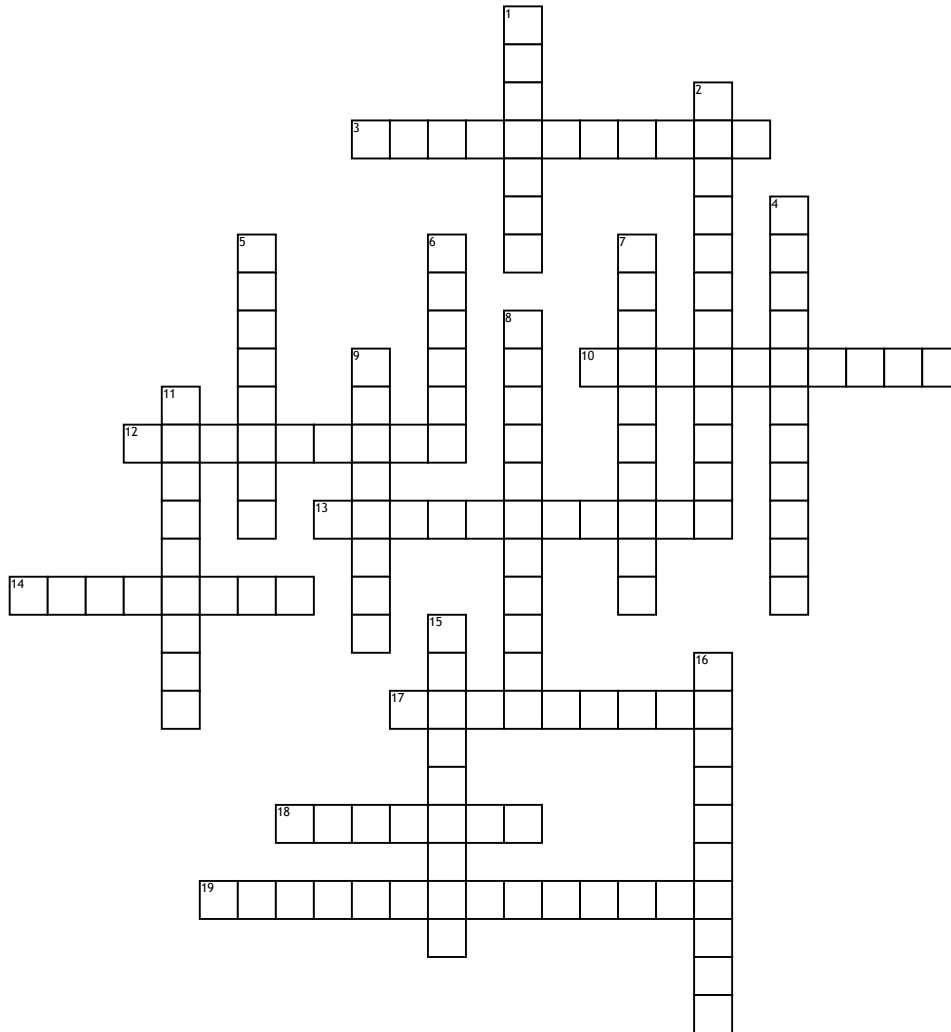


Claims!!



Across

3. a form of alternative dispute resolution

10. a person who has a lien on particular property

12. the department that handles Vehicles that can not be repaired

13. options we provide to our customers at the end of every call.

14. the state of being exposed to contact with something

17. provides the month and days of the year

18. Consisting of many different and connected parts

19. is the inspection option in rural areas where VIS/Staff estimating services are unavailable

Down

1. The _____ outside is frightful but the fire is so delightful

2. glass claims fall under?

4. is the substitution of the insurer in place of the insured to recover from the responsible party any indemnity payment made to the insured

5. the amount of protection given by an insurance policy

6. the department we work in

7. the action of reducing additional damage

8. options we provide to our customers at the end of every call.

9. a thing or things belonging to someone; possessions collectively

11. an instance of one moving object or person striking against another

15. the state of being responsible for something

16. the team that handles Pocket estimates

Word Bank

estimatrics

property

claims

Self service

liability

calendars

collision

weather

selfservice

exposure

arbitration

subrogation

comprehensive

complex

mitigation

estimate assist

lienholder

coverage

total loss