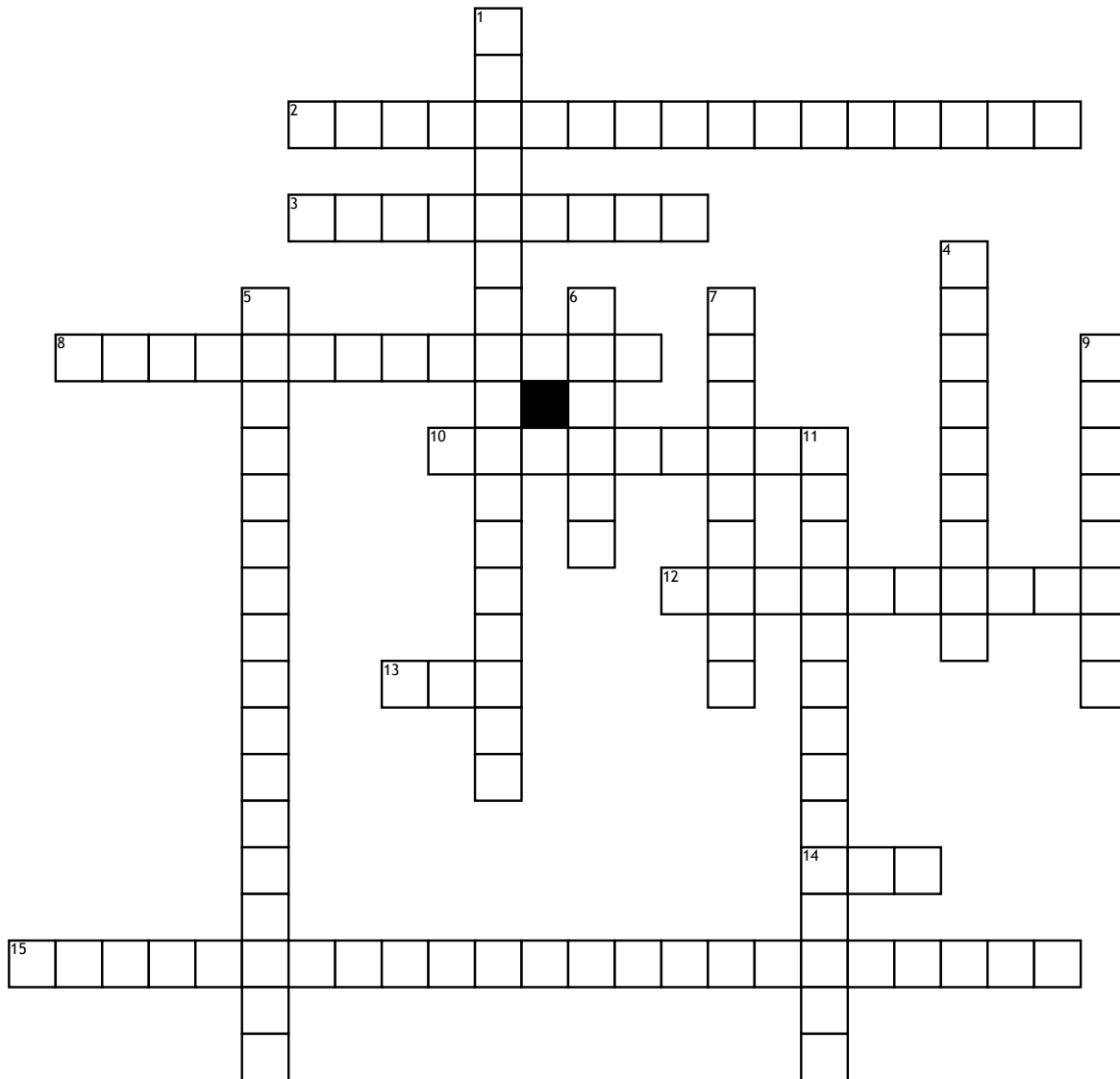


NEW ROLLOUT APD MODEL CROSSWORD PUZZLE



Across

2. When should you try to identify total loss for re-segmentation?
3. If you are assigned a _____ total loss at FNOL by the call center, do not complete the first contact! Add the total loss assist to get the claim transferred.
8. _____ is how the new APD rollout will be successful!
10. The _____ adjuster will handle claims for comprehensive, collision, and liability for predicted and appraised total losses.
12. If there are 3 vehicles involved in a claim and 1 of them is a total loss, the total loss adjuster will handle the total loss and _____ vehicle exposures.

13. _____ will change the claim owner to a total loss representative after you add the assist.
14. If _____ predicts a total loss when you are completing the first contact, you should let the customer know their claim will be reassigned to total loss.
15. _____ outlines our core claim process and principles to satisfy regulations and achieve desired outcomes for all APD claims

Down

1. When investigating liability it is important to identify _____, rules of the road, duties, and breaches.
4. If the vehicle is deemed a total loss after an _____, once the claim is transferred the total loss adjuster will set Copart and move the vehicle.

5. With the new APD rollout, the inside auto adjuster will maintain _____ during the recovery process.
6. When a total loss evaluation has been received in the file, what is the 3x3 you add as a "Total Loss Assist?"
7. Where can you check for continuous updates and find resources for the new APD Rollout?
9. When you add the total loss assist, make sure to _____ the file with any liability decisions, statements, or important information the total loss adjuster may need to know.
11. The claim file should _____