

# CollisionWeek

Mon, 20 Jun 2011

## CREW Webcast to Welcome J.D. Power Insurance Industry Analysts

The Collision Repair Executive Webcast (CREW) will welcome back Mark Garrett and Jeremy Bowler from J.D. Power and Associates as the keynote speakers at the next webcast on June 23, 2011 at 11:00 am PST. Garrett and Bowler will discuss their research on the relationship between insurers, collision repairers and rental companies and the impact of that relationship on customer satisfaction. Mark is the senior director of research at J.D. Power and Associates and is responsible for the annual benchmark studies that J.D. Power delivers to the Insurance industry. Jeremy is the global insurance practice lead at J.D. Power and Associates.

Drawing from their syndicated consumer research, the 2010 Auto Claims Study, published in October of 2010, Mark and Jeremy will highlight the importance of insurance companies, collision repairers and rental companies working together on behalf of the consumer, primarily through a DRP relationship. Their analysis will highlight the competitive advantages of an effective claims partner network from the customer's perspective, such as single point of contact, shorter cycle times, and more efficient customer communications management. They will also discuss research findings related to customers who are underinsured and how that can lead to dissatisfaction once a claim gets under way.

Each CREW webcast includes topical, high-level industry information. The delivery format is a web-based visual presentation of the content, a simultaneous audio conference call, and the capability for participants to question the presenters. Erick Bickett, Fix Auto, Matthew Ohrnstein, Symphony Advisors, and Vincent Romans, The Romans Group, produce and present the semi-monthly, one-hour webcast meeting.

There are a limited number of spots available. Reservations are required. If you are interested in joining the CREW webcast on Thursday, June 23, 2011 at 11 am Pacific Standard Time (PST) or any future CREW session, please contact Liz Stein at (714) 279-2027 or via e-mail at [crew@fixauto.com](mailto:crew@fixauto.com)