

## Read this First

### Body, Frame and Mechanical Operations

Welcome to the "Who Pays For What, Canada?" survey, conducted by Collision Advice and *CRASH Network*.  
Please review this page first.

**Who should complete the survey?** The survey should be completed by the shop owner, manager or estimator who is most familiar with your shop's billing practices and the payment practices of the insurers in your market.

**What about multiple shop locations?** Each individual shop location (whether a stand-alone business or part of a multi-shop operation) may submit one response to each survey. Do not have multiple people from one location complete the survey. For multiple locations of your business, have each location complete its own survey, or identify each location with a distinct and verifiable city or postal code.

**How long will it take?** The survey will take about 15-30 minutes to complete. [Click here](#) for a sample of the types of questions you will be asked in this survey. If you would like to download the question set for review prior to beginning the survey [click here](#).

**Will I get the results?** Yes, shops that complete the survey will receive the results at no charge. The only contact information you need to provide is your province to complete the survey. However, shops that provide additional contact information (including a valid email address) will be notified directly as soon as the survey results become available.

**Your Privacy:** Your shop's individual responses will be held in the strictest confidence and will not be released in any way. Only cumulative data will be released.

**Questions?** Please do not use the comment boxes for any questions or requests to which you would like to receive a response. Instead, email us directly with your questions to [mike@collisionadvice.com](mailto:mike@collisionadvice.com) or [admin@crashnetwork.com](mailto:admin@crashnetwork.com)

For more information about CollisionAdvice, [click here](#). For more information about CRASH Network, [click here](#).

## Warning

### **IMPORTANT**

While you are taking the survey, if you need to go back to a previous page, use the Previous button provided at the bottom of each page.

Do not press back on your browser or your progress may be lost .

## Your information

Only your province and postal code are required to continue. **But providing additional contact information will help ensure you receive survey results and future surveys.** All individual responses to the survey are strictly confidential; only compiled data will be released.

\* 1. Province

2. Email address: (to be notified of results)

3. Additional information

Name:

Company:

Address:

City/Town:

Postal code:

Phone Number:

## Shop category

\* 4. Before you begin, please select the category that best describes your repair facility.

- Independently owned (and not a franchise)
- Dealership owned collision repair facility
- Multi-shop operation - (not dealership owned)
- Franchise (i.e., Carstar, Fix Auto, etc) location
- Other (please specify)

5. How would you best categorize the market your shop competes in?

- Urban
- Suburban
- Rural
- Other (please specify)

## Select the insurers you do business with

\* 6. In this survey, you will be asked questions about particular insurance companies you deal with. Please indicate which of the following insurers your shop location regularly interacts with (regardless of DRP/affiliation agreements). You may choose as many or as few insurers as you wish, but only those you conduct business with (and keep in mind that the more insurers you choose, the longer the survey may take).

- Allstate / Pembridge
- Aviva / RBC
- Cooperators Group
- Desjardins / State Farm
- Economical
- ICBC
- Intact Group / AXA
- La Capitale
- Manitoba Public Insurance / Autopac
- SGI
- TD Insurance Group
- Unifund / Johnson / RSA Group
- Wawanesa

7. If there are insurers with significant market share in your province that you would like to see added to this list, please list them below.

## Operations (1 of 13)

Please tell us how regularly you get paid by each insurer for the following procedures when they are needed (and when you itemize and charge for them individually). You can also indicate if the item is one for which you have never asked to be paid.

**8. Repair adjacent panels:** *Repair the damage caused by drilling, grinding, etc., to remove an adjacent damaged panel. Example: repair trunk floor or quarter panel after removing rear body panel.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Replace vapor barrier:** *Labour to R&I or replace vapor barriers as necessary, particularly on vehicles with airbag pressure sensors inside doors.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**10. Labour to gain collision access:** *Labour to cut into a door or hood, for example, in order to release the latch and open it as needed to complete damage assessment or repairs, or to open up an area to remove foams or flammable items prior to welding.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**11. Additional labour to install non-OEM parts: Test-fitting or other labour needed to ensure fit of non-OEM crash parts.**

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**12. Duplication of OEM texture when applying seam-sealer:** *Additional labour to match appearance / texture of seam-sealer.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13. Labour to R+R+I components on used / salvage assemblies:** *Labour to remove, for example, the door handle / lock assembly from both the vehicle being repaired and the salvage assembly, then install the original door handle / lock assembly on the replacement salvage assembly.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. Labour for application of weld-thru primer:** *Labour only - not materials.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**15. Remove tar, grease or petroleum-based products:** *Additional labour to remove tar, grease or petroleum-based products that would interfere with the repair or replacement process of welded-on panels.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**16. Inspect seat belts:** *Labour to review condition of seat belts as per OEM requirements / recommendations.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17. Rough access pull:** *Conduct pulling on a vehicle in order to get access necessary to inspect for damage or remove parts.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**18. Structural diagnostic labour:** *Measuring the vehicle prior to repairs to determine extent of damage.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**19. Remove coatings from pinch-welds and repair after clamp removal:** *Labour to remove undercoating/seam sealer from pinch-welds prior to clamping vehicle for anchoring, and repair clamp damage after removing clamps (does not include refinish labour).*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Operations (7 of 13)

**20. Set-up and perform destructive test welds:** *Conduct test welds prior to welding on vehicle to ensure welder is set up properly.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**21. Drain, store and refill fuel tank:** *Properly store a vehicle fuel tank that has been removed for repairs by first draining the tank and then refilling it after it has been reinstalled as part of the repairs.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**22. Perform a PRE-REPAIR scan of vehicle control modules:** *Connect a scan tool to the vehicle prior to repairs to determine if fault codes have been set or require clearing, or if specific components (i.e., seatbelts, control modules, etc.) are damaged.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23. Perform a POST-REPAIR scan of vehicle control modules** *Connect a scan tool to the vehicle post-repair to determine that fault codes have been cleared, and perform an output or functionality test to ensure that all safety and comfort features are operating properly.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**24. Test drive for diagnostics BEFORE repairs:** *Drive vehicle before repairs to determine extent of damage, including suspension or drivability problems, function of autonomous braking and adaptive cruise control, etc.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**25. Test drive AFTER repairs:** Drive vehicle after repairs to check for suspension or drivability problems, wind noise, function or recalibration of autonomous braking, adaptive cruise control, blind spot monitoring, etc.

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**26. Mobilize vehicle:** *Labour required to transport non-drivable vehicle into/around the shop through the use of wheel dollies or other means.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**27. R&I of electrical components:** *Removal and reinstallation (or partial set-back beyond 12-18 inches) of electrical components from areas on the vehicle on which welding will occur during repairs to prevent damage from electromagnetic pulse (EMP).*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**28. Disconnect and reconnect battery when welding:** *Disconnect battery prior to welding on a vehicle, and reconnect the battery after welding is completed.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**29. Final verification of measurements:** *Final check and print-out of measurements following completion of repairs.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**30. Perform seat calibration:** *Reset/Calibration of vehicle systems (such as stability control or occupant or weight classification systems) often necessary after repairs (i.e.: Toyota zero-point calibration, Honda-Acura OCS, Hyundai-Kia WCS).*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**31. Administrative fee for OEM repair information research:** *A charge for the time it takes to look up all OEM procedures necessary for the repair.*

	Always	Most of the time	Some of the time	Never	Never have asked
Allstate / Pembridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviva / RBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperators Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desjardins / State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intact Group / AXA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La Capitale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manitoba Public Insurance / Autopac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SGI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TD Insurance Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unifund / Johnson / RSA Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wawanesa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Your DRP Affiliations

\* 32. For which of the following companies is the shop / location for which you are completing this survey a direct repair / affiliated shop?

- We do not have a DRP / affiliation agreement with any of these insurers
- Allstate / Pembridge
- Aviva / RBC
- Cooperators Group
- Desjardins / State Farm
- Economical
- ICBC
- Intact Group / AXA
- La Capitale
- Manitoba Public Insurance / Autopac
- SGI
- TD Insurance Group
- Unifund / Johnson / RSA Group
- Wawanesa

Comments

## Effective compensation

33. When considering all of the items asked about in previous questions, RANK the following in terms of which your shop finds most effective in ensuring you are compensated for the items, with 1 meaning most helpful to 5 being the least helpful.

NOTE: You can click and drag to reorder the list from top (most helpful) to bottom.

<input type="text"/>	The ability to select the item in the estimating database
<input type="text"/>	Purchasing from a dealer so you have a dealership invoice
<input type="text"/>	Having an invoice from an aftermarket manufacturer / invoicing system (3M, Wurth, or other )
<input type="text"/>	Having OEM documentation indicating the need to use that item
<input type="text"/>	Other

## Body supplies

34. How does this location generally bill for body supplies (i.e. seam sealer, weld thru primer, etc.)?

- supplies itemized individually
- Multiplier based on body labour hours
- Materials calculator / formal invoicing system

Comment



## Supplies multiplier

35. Please enter the dollars per labor hour you charge for materials.

## In-house vs sublet

36. Please indicate which of the following MECHANICAL operations this location GENERALLY performs in-house and which it GENERALLY sublets.

	In-house	Sublet
Alignments	<input type="radio"/>	<input type="radio"/>
AC recharge	<input type="radio"/>	<input type="radio"/>
Scanning of vehicles	<input type="radio"/>	<input type="radio"/>
Airbag procedures	<input type="radio"/>	<input type="radio"/>
Engine R&I	<input type="radio"/>	<input type="radio"/>
Suspension work	<input type="radio"/>	<input type="radio"/>
Dashboard R&I or replacement	<input type="radio"/>	<input type="radio"/>

Comments

37. Select the MOST COMMON method you use to scan vehicles (pre- or post-repair).

- We transport the vehicles to dealerships or other vendors for scanning
- We use a remote scanning service (such as asTech or AirProDiagnostics)
- We use in-house scanning equipment (OEM or aftermarket)
- We use a mobile scanning service that comes to our location
- We do not scan vehicles

## In-house scanning charges

38. If you perform scanning in-house, how do you MOST COMMONLY charge for an in-house scan?

- We charge 0.1 – 0.5 labor hour at BODY labour rate
- We charge 0.6 – 1.0 labor hour at BODY labour rate
- We charge 1.1 – 1.5 labor hours at BODY labour rate
- We charge 1.6 – 2.0 labor hours at BODY labour rate
- We charge 2.1+ labor hours at BODY labour rate
- We charge 0.1 – 0.5 labor hour at MECHANICAL labour rate
- We charge 0.6 – 1.0 labor hour at MECHANICAL labour rate
- We charge 1.1 – 1.5 labor hours at MECHANICAL labour rate
- We charge 1.6 – 2.0 labor hours at MECHANICAL labour rate
- We charge 2.1+ labor hours at MECHANICAL labour rate
- We do not charge for most scans
- It varies by vehicle
- We charge a flat-fee (please indicate your fee below)

flat fee charged in dollars

## Remote scanning charges

39. When you use a remote scanning service how do you MOST COMMONLY charge for your labor (i.e., hooking up the vehicle) for a scan?

- We charge 0.1 – 0.5 labor hour at BODY labour rate
- We charge 0.6 – 1.0 labor hour at BODY labour rate
- We charge 1.1 – 1.5 labor hours at BODY labour rate
- We charge 1.6 – 2.0 labor hours at BODY labour rate
- We charge 2.1+ labor hours at BODY labour rate
- We charge 0.1 – 0.5 labor hour at MECHANICAL labour rate
- We charge 0.6 – 1.0 labor hour at MECHANICAL labour rate
- We charge 1.1 – 1.5 labor hours at MECHANICAL labour rate
- We charge 1.6 – 2.0 labor hours at MECHANICAL labour rate
- We charge 2.1+ labor hours at MECHANICAL labour rate
- We do not charge for most scans
- It varies by vehicle
- We charge a flat-fee (please indicate below)

flat fee charged in dollars

## Training

40. Approximately how many hours per year of formal training (I-CAR, OEM, supplier, etc) does each individual type of staff member typically receive at this facility? If no hours, please enter 0.

yearly hours per body or paint technician

yearly hours per estimator

yearly hours per administrative staff member

yearly hours per shop owner/manager

## Parts

41. If you install a non-OEM part that turns out to be non-usable (due to fit, finish, etc.), select the course of action you most commonly take.

- Replace the part with OEM without billing for the labor and materials related to the attempted use of the non-OEM part.
- Bill the vendor at your shop/location's retail rate for labor and materials.
- Bill the vendor at a discounted rate for labor and materials.
- Bill the insurer at your shop/location's retail rate for labor and materials.
- Bill the insurer at a discounted rate for labor and materials.
- Bill the vendor at a discounted rate for labor and materials, and bill the insurer for the difference between that discounted rate and your shop/location's retail rate.
- Other (tell us below)

42. Do you charge a line item for labor involved in processing OEM part core charges?

- Yes
- No

## Rental car provider

43. Indicate the PRIMARY rental car provider you use?

- Enterprise
- Hertz
- Discount Car and Truck Rentals
- In-house rental / loaner cars
- Other

Comments

44. What is the PRIMARY reason you use the rental car provider indicated?

- Insurance company requirement
- Automaker requirement
- Service
- Customer convenience
- Added services / data reporting provided by rental car company
- Added profit center
- Other

Comment

45. Have you been able to use previous "Who Pays for What?" surveys/results to improve your business?

- Yes
- No
- This is the first time I have participated in the surveys

46. If you answered 'yes' in the question above, please select each of the following ways in which you have used the survey results.

- to show insurance company reps that we're not "the only one" billing for these not-included operations
- to train/remind staff about not-included operations
- to show vehicle owners that the items we are billing for are not unreasonable
- as a regular reminder of the "not-included" procedures we are doing, and should be charging for
- other ways (please tell us!)



Spread the word!

**One last thing:**

**Please help spread the word!**

Know other shops that should take this survey?

[Click here](#) for a prepared email you can personalize and send to other shops to encourage them to take this survey.

The results of this survey will be published in early November.

Look for an email from us then!