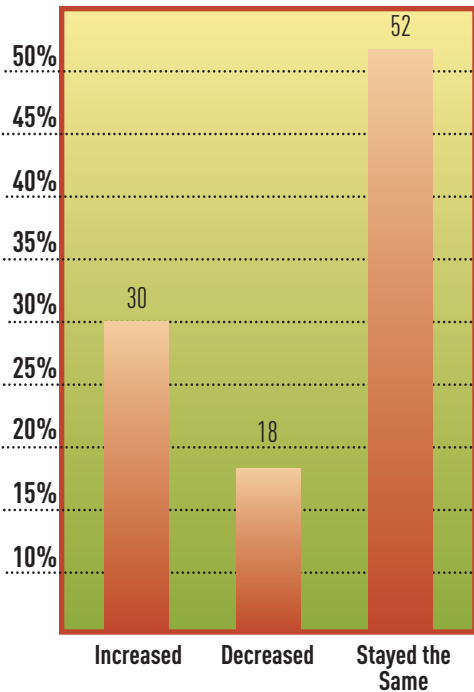
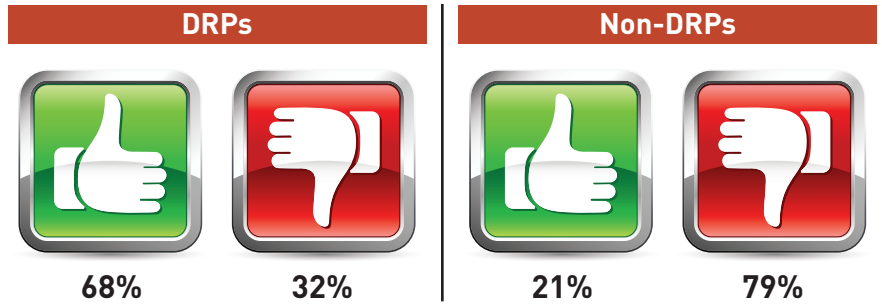


# Insurer-Repairer Relations

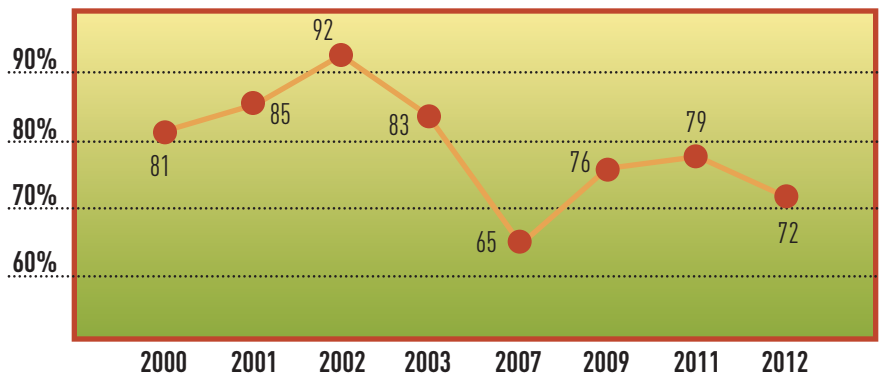
Since DRP Affiliation, What Have Your Profit Margins Done?



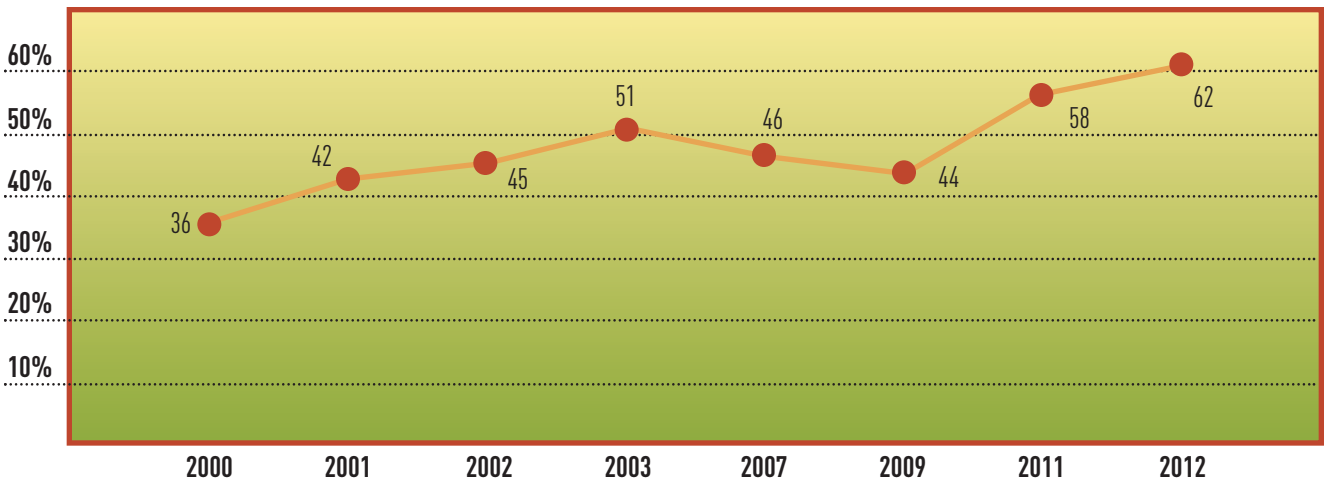
Do You Think The Concept Of DRPs Is Good Or Bad For The Industry?



Percentage Saying Shop's Better Off Due To DRP Arrangement



Percentage Involved In DRPs, 2000-2012



## Insurers & Labor Rates

Do You Believe Insurers' Surveys Of Labor Rates In A Market Area Are Accurate?



Do Most Insurers In Your Area Pay For OEM Parts If A Customer Objects To Aftermarket Parts?



Do You Feel It Is The Insurer's Responsibility To Determine What Types Of Parts Are Used In A Repair?



Do You Experience Influence From Insurance Companies To Suppress Your Labor Rates?



Do You Feel DRPs Hamper Your Ability To Properly Repair The Vehicle?



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