

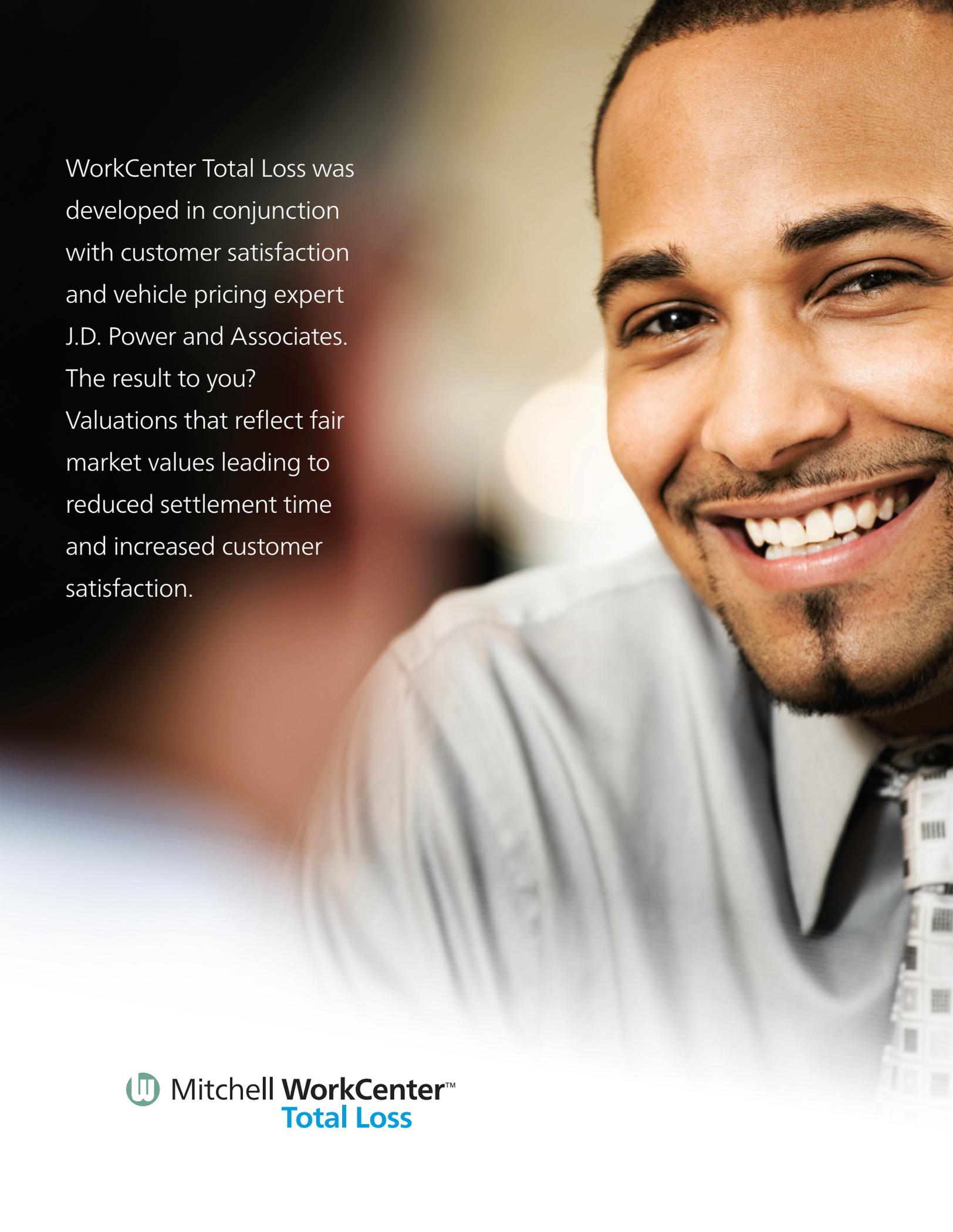


 **Mitchell WorkCenter™**
Total Loss



Welcome to the next generation of Total Loss valuation solutions: intelligent, objective, transparent calculations of vehicle values.

(m)powered



WorkCenter Total Loss was developed in conjunction with customer satisfaction and vehicle pricing expert J.D. Power and Associates. The result to you? Valuations that reflect fair market values leading to reduced settlement time and increased customer satisfaction.

 Mitchell **WorkCenter**[™]
Total Loss

Mitchell WorkCenter™ Total Loss

INTELLIGENT, OBJECTIVE, TRANSPARENT MEASURES OF VEHICLE VALUES.

We know that total loss claims are some of the most challenging claims to settle.

How do you settle these claims quickly while maintaining customer satisfaction?

Put Mitchell **WorkCenter™ Total Loss** to work and bring your total loss unit a statistically driven, fully automated, web-based, total loss valuation system that generates fair, market-driven values for loss vehicles.



VALUES THAT LIVE IN THE REAL WORLD.

The WorkCenter Total Loss methodology is based on sold and available vehicle information to determine reliable vehicle valuations including vehicle options and other value adjustments. This flexible, data-driven solution eliminates the “black box” approach that often results in costly customer friction.

When the valuation process begins, the WorkCenter Total Loss **Comparable Vehicle Database** is continually updated with additional sold and available vehicle data provided by reputable sources such as J.D. Power and Associates®, California Department of Motor Vehicles, and the top two leading auto classified marketplaces—AutoTrader.com® and Cars.com®.

YOUR SALVAGE CONNECTION: ACCELERATE THE **LIFE CYCLE** OF YOUR TOTAL LOSS CLAIM.

After settling the claim using WorkCenter Total Loss, connect your vehicle disposition with **WorkCenter™ Salvage**. This comprehensive solution delivers an integrated connection to a network of more than 350 salvage yards, which allows you to monitor and manage all salvage-related activities from one central location. Since data is transferred from WorkCenter Total Loss automatically, you can issue assignments faster by avoiding the manual rekeying of vehicle information.



Salvage Management offers a wide range of assignment types to support your disposition needs including: auction, owner retained, unrecovered theft, title work only, early tow, tow only and charitable donation. Each assignment type can be monitored, managed, tracked and reported on through WorkCenter.

For low-value salvage vehicles, direct bid functionality enables you to achieve a higher percentage of positive recoveries by requesting direct bids from a small group of well-targeted buyers.

Bottom line? WorkCenter Salvage helps you increase salvage recovery rates while decreasing salvage-related operating expenses and inefficient manual workflows.

RELIABLE. RESOURCEFUL. EFFICIENT.

THE WORKSPACE.

The WorkCenter Total Loss easy-to-use interface: Web-based, ASP and off-line.

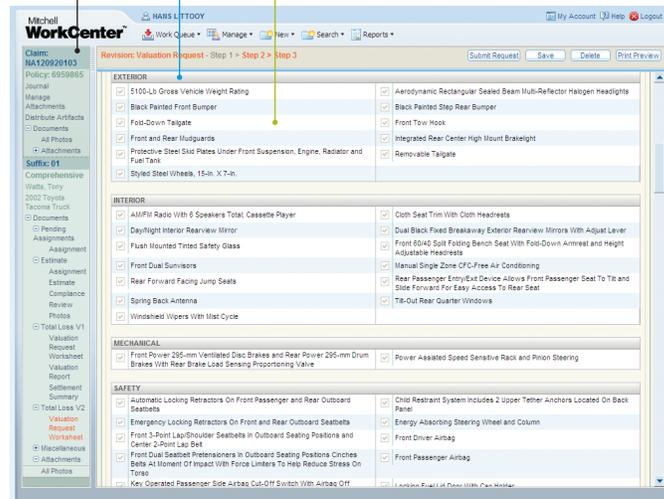


HARNESSING THE SKILLS AND PRESTIGE OF J.D. POWER AND ASSOCIATES®.

The statistical methodology was designed and built in conjunction with J.D. Power and Associates, experts in data analysis and vehicle pricing and a highly trusted name among consumers. Your customers will have confidence in your service knowing that a credible third-party with years of experience pricing vehicles formulated their valuations.

The result: fair market, data-driven vehicle valuations that lead to reduced settlement time and improved customer satisfaction.

- MY WORKSPACE**
 Common claim navigation empowers appraisers to organize and execute their work with increased efficiency.
- “WINDOW STICKER” FEEL**
 Provides industry-leading vehicle equipment and package information similar to the manufacturer.
- STANDARD EQUIPMENT AUTOMATICALLY SELECTED**
 Automated VIN Decoder preselects standard equipment, leaving the appraiser to only select optional equipment.



THE REPORTS.

WorkCenter Total Loss produces valuation reports that are accurate, transparent and trusted by consumers.

J.D. POWER		mitchell	
Power Information Network®		Vehicle Valuation Report	
Prepared for: Big Insurance			
100 Coast Drive San Diego, CA 92111			
Summary			
Claim Information			
Claim Number	PF157CLAM 1214	Vehicle #	8
Policy Number		Loss Type	Collision
Owner	John Smith	Loss Date	05/01/2015
Insurer	100 Main Street Houston, TX 77005 (555) 555-5555	Reported Date	5/9/2015 07:59:23
		Valuation Report Date	5/9/2015 07:59:23
		Valuation Report ID	858184
Vehicle Information			
Loss Vehicle	2017 Subaru Impreza WRX STI Limited	Location	TX 79708
	4 Door Sedan 2.5L 4-Cyl	Color	Black
VIN	JF1GDT9611501844	License Plate	8P43576, Texas, Exp. 01/2012
Weight	3534		
Valuation Summary			
	Base Value	\$27,856.99	
Loss Vehicle Adjustments			
	Condition Adjustment	-\$262.38	
	Prior Damage Adjustment	-\$300.00	
	Aftermarket Parts Adjustment	\$170.00	
	Refurbishment Adjustment	\$160.00	
	Market Value	\$28,989.21	
Settlement Adjustments			
	IF 20% Fee	\$1,843.95	
	Deductible	-\$500.00	
	Title Fees	\$100.00	
	Licensed Fees	\$100.00	
	Settlement Value	\$31,145.16	
Total Loss			

SUMMARY

- Prominent J.D. Power and Associates logo
- Market Value and Settlement Value are displayed

Loss Vehicle Adjustments				
Loss Vehicle: 2017 Subaru Impreza WRX STI Limited 4 Door Sedan 2.5L 4-Cyl Gas Injected Turbocharged 8 Speed Manual Trans AWD				
Condition Adjustment	-\$262.38	Overall Condition:	2.68-Best	Typical Vehicle Condition: 3.00
Condition Adjustments				
Category	Condition	Comments		
Interior	Typical			
Seat	Typical			
Seat	2 Fair	1 small tear on passenger side front seat		
Seat/Cushion	Typical			
Door/Interior Panels	Typical			
Headliner	Typical			
Door	Typical			
Exterior	Typical			
Body	2 Fair	Key scratches down driver side door		
Panel	Typical			
Trim	Typical			
Wing/Convertible Top	Typical			
Mechanical	Typical			
Engine	Typical			
Transmission	Typical			
Exterior	2 Fair			
Notes				
Special condition reflects a vehicle that is in ready for sale condition and reflects normal wear and tear for that particular vehicle type/age.				
Prior Damage Adjustments				
Description	Adjustment Amount			
Detrit in rear bumper	-\$300.00			
Aftermarket Parts Adjustments				
Category	Description	Adjustment Type	Purchase Date	Amount Paid
Wheels	Spinnies	Automatic	12/12/2007	\$170.00
Refurbishment Adjustments				
Category	Description	Adjustment Type	Purchase Date	Amount Paid
Mechanical	New Transmission	Automatic	02/06/2008	\$1,800.00

LOSS VEHICLE ADJUSTMENTS

- Shows adjustments made to valuation based on the condition of the vehicle

Key Advantages

Unbiased	With years of experience in vehicle pricing, J.D Power and Associates is a credible, third-party expert whose name provides consumer recognition and confidence.
Reliable	Total Loss provides reliable valuations utilizing current sold price data as its main source in the methodology.
Consistent	The Total Loss solution provides a consistent methodology across all vehicles. It includes valid comparable vehicles that most closely resemble the totaled vehicle.
Transparent	The comparable vehicles used in the report are similar to the vehicles a consumer would find in their own research.
Robust	The Total Loss database contains approximately 15 million recent vehicles listed for sale or sold in the U.S.
Efficient	Shortened settlement times reduce customer complaints and enhance customer satisfaction.
Complete	Total Loss is a one-stop workflow tool for comprehensive valuations, vehicle history, fraud detection, and guidebook calculations, salvage dispositions, and settlement tracking.
Trusted	Valuations incorporate many of the public data sources consumers already use during their research, such as Cars.com and AutoTrader.com.

Key Features

Automated	Automated VIN Decoder and system features pull relevant reports from Experian AutoCheck®(vehicle history), NICB® (fraud detection), N.A.D.A. Official Used Car Guide®, and The Automobile Red Book™ (guidebook calculations).
“Window Sticker” Feel	Industry-leading vehicle equipment and package information is utilized to produce valuation reports with a “window sticker” feel.
Easy-to-Understand	Customer-friendly reports only include comparable vehicles from recognizable data sources and contain easy-to-understand adjustments.
Vehicle Replacement Services	Replacement services provided by TrueCar® keep your customers satisfied by helping them easily replace their property loss.
California Vehicle License Fee (VLF) report	The VLF report is integrated as part of a claims file by providing information about the vehicle registration, how much of a refund exists, and the amount to be disbursed to the claimant.
Specialty Valuations	Specialty valuations created simply by making a request directly through the solution interface for specialty vehicles such as RVs, motorcycles, limousines, classic cars, and more.
Direct Bid	For low-value salvage vehicles, the direct bid functionality in WorkCenter Salvage enables you to achieve a higher percentage of positive recoveries by requesting direct bids from a small group of well-targeted buyers.
Resource Management	Centrally managed salvage inventory for all vendors enables real-time monitoring and detailed reporting that provides consistent, accurate, and timely information.



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