



mitchell

The Next Generation of Total Loss Valuation Solutions

Mitchell WorkCenter[™]
Total Loss

Intelligent, Objective, Transparent
Measures of Vehicle Values

Combining J.D. Power's data analysis and pricing techniques with our recognized leadership in developing claims processing solutions for the collision industry produces fair market, data-driven vehicle values. The result to you? Valuations that reflect true market value leading to reduced settlement cycles and empowering your customer satisfaction.

Mitchell WorkCenter™ Total Loss



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.

The WorkCenter Total Loss **Comparable Vehicle Database** is continually updated with additional sold and advertised vehicle listings provided by reputable sources such as J.D. Power®, California Department of Motor Vehicles, and several leading auto classified marketplaces—to include both AutoTrader® and Cars.com®.

Intelligent, Objective, Transparent Measures of Vehicle Values.

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

Harnessing the Skills and Prestige of J.D.POWER®

The statistical methodology was designed and built in conjunction with J.D. Power, 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.

Measurable Results From a Powerful Combination

J.D. Power’s data analysis and pricing techniques are combined with Mitchell’s recognized leadership in physical damage claims processing solutions.

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

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 re-keying 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 only and charitable donation. Each assignment type can be monitored, managed, tracked and reported on through WorkCenter.

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

The Workspace

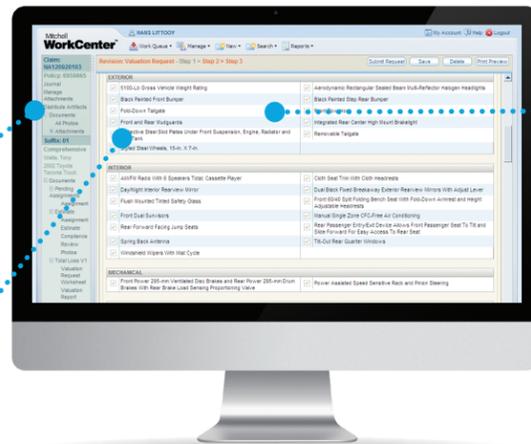
The WorkCenter Total Loss easy-to-use interface: Web-based, ASP and off-line.

My Workspace

Common claim navigation empowers appraisers to organize and execute their work with increased efficiency.

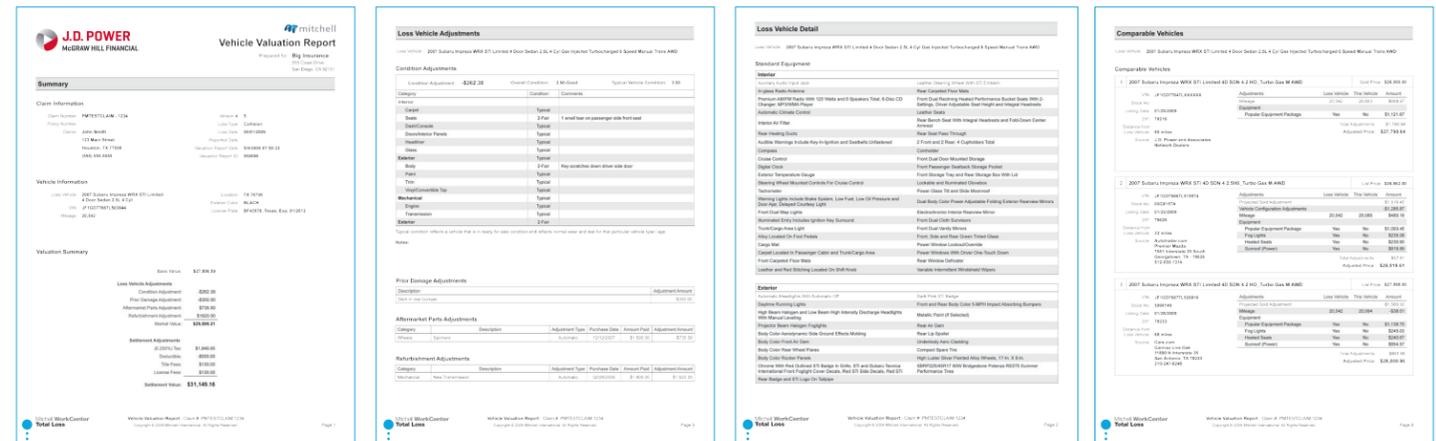
“Window Sticker” Feel

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.



Summary

- Prominent J.D. Power Logo
- Market and Settlement Values Displayed

Loss Vehicle Adjustments

- Adjustments made to valuation based on the condition of the vehicle

Loss Vehicle Detail

- “Window Sticker” Feel
- Standard Equipment
- Option Packages
- Optional Equipment Descriptions

Comparable Vehicles

- Lists every comparable vehicle used in the valuation including:
 - Vin, Source, Listing Date
 - Distance from Loss Vehicle
 - Mileage and Equipment Adjustments

The Features

- Automated VIN Decoder and System Features**
 Pull relevant reports from Experian AutoCheck®, NICB®, N.A.D.A., Official Used Car Guide®, and The Automobile Red Book™.
- “Window Sticker” Feel**
 Industry-leading equipment and package information is utilized to produce valuation reports with a “window sticker” feel.
- Easy-to-Understand**
 Reports only include comparable vehicles from recognizable data sources and contain easy-to-understand adjustments.
- Vehicle Replacement Services**
 Provided by TrueCar® to keep your customers satisfied by helping them easily replace their property loss.

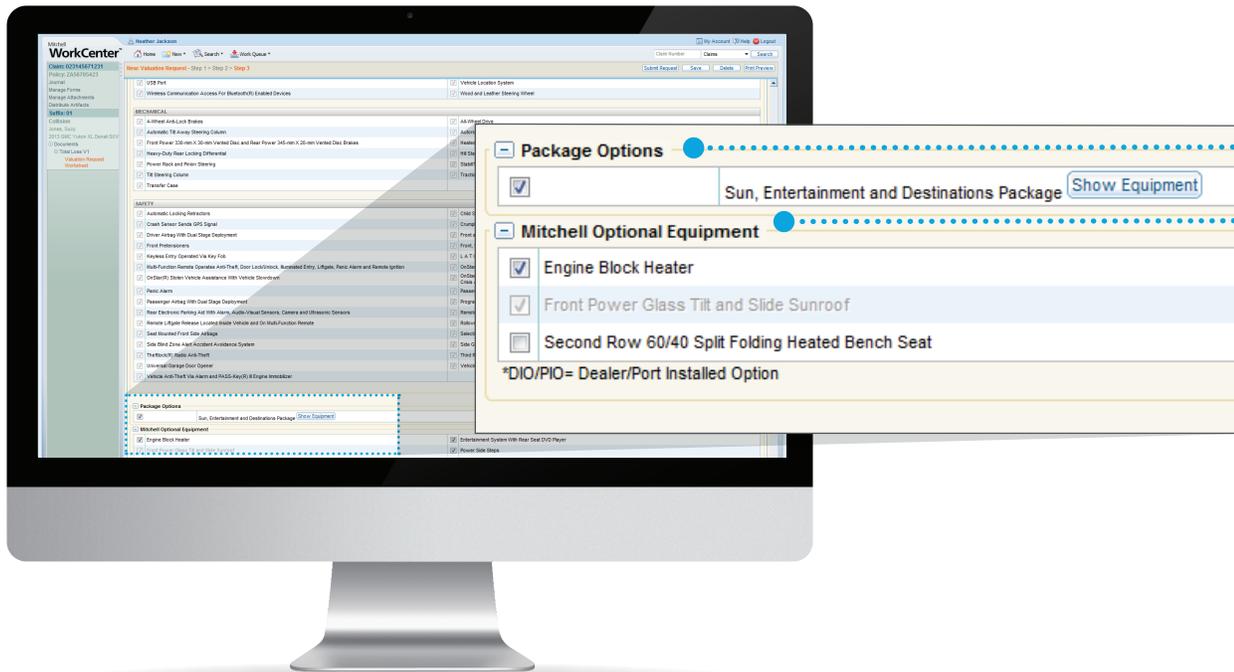
- California Vehicle License Fee (VLF) Report**
 Integrated as part of a claims file by providing information about the vehicle registration, how much of a refund exists, and the amount to be disbursed to the claimant.
- Specialty Valuations**
 Created simply by making a request directly through the solution interface for specialty vehicles such as RVs, motorcycles, limousines, classic cars and more.
- Direct Bid**
 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.

Build Sheet Data Now Added to Mitchell WorkCenter™ Total Loss

With Build Sheet Data, the Mitchell VIN decoder pre-selects optional equipment to increase accuracy in equipment selection and reduce total loss appraisal cycle time. The new enhanced VIN decoder aids appraisers by automatically selecting optional equipment, in addition to standard equipment, when evaluating total losses. As a stand-alone feature, the Mitchell VIN decoder will indicate standard options and provide a list of optional equipment for the appraiser to choose from.

Data partnerships have been established with the following manufacturers:

- General Motors—including Chevrolet, Cadillac, Buick and GMC
- Chrysler—including Dodge, Jeep, Ram and Fiat
- Nissan and Infiniti
- Mazda, Kia, Subaru, Hyundai and Alfa Romero



More manufacturers are coming to provide your appraisers with a highly comprehensive and accurate source of optional equipment data for producing WorkCenter Total Loss Valuation Reports.

Both a Vehicle's Standard Features and Package Options are Indicated in Work Center Total Loss

Optional equipment is automatically selected during VIN decode.

Call today for more information:
800.238.9111
mitchell.com

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 **mitchell**
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