

# REPORTS



Complete Recovery Company

At **CRC**, we understand the importance of keeping you “in the loop”. Not only will you be provided with monthly status reports, but you will also receive remittance reports and copies of the checks we receive that are relevant to your claims. We feel that, as the owner of the vehicle, you should be privy to both billing and payment information. The following is a list of our reports:

**File Receipt Notification Reports:** The function of this report is to give you notification that your claim has been received and provide you with our file number. This report also serves as a request for any missing documents or additional documents that are needed.

**Status Reports:** The function of this report is to provide you with an update on what is currently happening with the file. The **CRC** file number, Client #, Unit #, renter’s name, file receipt date and the actual update will be included.

**Remittance Reports:** The function of this report is to provide you with information on the payment(s) received and whether the file is to remain open or closed in our office.

**Receivables Report:** The function of this report is to give you a complete listing of the receivables for the month and year-to-date.

**Closed Reports:** The function of this report is to give you notification that a claim has been closed and the reason for closing.

# RECOVERY & CLAIM PROCESSING

The **CRC** recovery & claim processing exists for one reason – to allow our customers to concentrate on focusing their efforts and energies on what they do best.

The **CRC** team will increase your bottom line through:

- Elimination of hiring and training expenses.
- Concentration on increasing revenues.
- Shortening claim resolution time.
- Versed in case law, local statutes and the terms and conditions of car rental agreements.

We do not rent cars; we assist those who do by the resolution of recovery claims in a timely manner.

## **FEE SCHEDULE**

We propose to handle all claims arising out of damages to motor vehicles involving renters, third parties, employers and insurance carriers, as agent to your organization.

All files will be reviewed for the collection of the items below. Upon collection of such items, **CRC** will be entitled the following percentages in each area:

<b><u>Collection Breakdown</u></b>	<b><u>Percent Retained by CRC</u></b>
Damages to the rental vehicle	8%
Towing and Storage Fees	8%
Loss of Use	40%
Diminution of Value	40%
Administrative Fees	100%

# RECEIVABLE COLLECTIONS

The **CRC** collection process will improve your bottom line in three fundamental ways:

1. Professional management of the recovery process from start to finish.
2. Streamlining the collection process.
3. Simplification of the process by dealing with a single entity.

The **CRC** one-stop-approach is designed to make money...first for you...and only then for us.

## DOCUMENTATION REQUIREMENT

**The most important information may be found right on the Rental Agreement. To name a few, the renter's names, current addresses, telephone numbers and driver license numbers are crucial in the recovery process.**

- ❖ Rental Agreement – open and closed
- ❖ Incident and/or Accident Report
- ❖ Damage Appraisal / Estimate
- ❖ Photos
- ❖ Check-out Slip
- ❖ Check-in Slip
- ❖ Any other document that will aid us in the recovery process

## **WE RECOVER**

- ✓ Damages
- ✓ Loss of Use
- ✓ Administrative Fees
- ✓ Appraisal Fees
- ✓ Diminution in Value
- ✓ Difference in Value

**Let our team of professionals review your files for additional recovery areas. You may be entitled to more than you think!**

**Please Contact:**

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