Gold Class™ and Platinum™ Recognition Overview

INSURANCE
Why Train?

First and foremost, training contributes to performing complete and safe repairs for consumers. Additionally, I-CAR training helps individuals and businesses improve performance through:

- **Improved claims accuracy**
  I-CAR training leads to increased operational efficiencies through accurate damage analysis.

- **Increased customer satisfaction and referrals**
  I-CAR training contributes to more efficient claims handling, improving customer satisfaction.

- **More knowledgeable, confident staff**
  I-CAR training keeps employees informed on the latest vehicle technologies, materials, and repair procedures.

- **Supporting HR performance and incentive programs**
  I-CAR training and recognition programs provide insurers with a career development platform for their staff.

Who is I-CAR®?

Formed by the collision industry in 1979, I-CAR, the Inter-Industry Conference on Auto Collision Repair, is a not-for-profit training organization focused on education, knowledge and solutions for the Collision Repair Inter-Industry.

The I-CAR vision is that every person in the collision repair industry has the information, knowledge and skills required to perform complete and safe repairs for the ultimate benefit of the consumer.

Through I-CAR training, businesses and individuals can achieve the industry-recognized Gold Class™ and Platinum™ designations.
What is PDP?

The I-CAR® Professional Development Program™ (PDP) is I-CAR’s flagship training program and serves as the Industry Standard for collision repair-related training.

The PDP for insurance offers successive levels of training tailored to the Auto Physical Damage Appraiser role.

Auto Physical Damage Appraisers inspect, analyze and evaluate damaged vehicles to create a comprehensive and accurate damage report. They often travel to a vehicle’s location, which may include tow facilities, repair facilities, dealerships and customer locations. They may also work in a company drive-in claims center and use computers and computer software to write estimates. Auto Physical Damage Appraisers document all aspects of claims investigation and processing and follow company claims processes that account for a fair and accurate settlement, customer satisfaction and cost management.

The PDP is structured as three levels of increasingly advanced training, each referred to as an I-CAR ProLevel®. Each ProLevel covers key competencies, or Knowledge Areas, that the industry has identified as critical to performing a complete and safe repair.
PDP Individual Recognition – Platinum™

Individuals who achieve Platinum recognition can benefit from enhanced career opportunities and have the ability to:

- Facilitate accurate claim service
- Improve overall operational efficiencies in the repair process
- Understand damage analysis procedures on current vehicle technology and construction materials
- Interact effectively with customers and communicate about vehicle repairs

Training Timeline

- **Road to Platinum** | Once an individual commits to training with the PDP, he/she is on the Road to Platinum until I-CAR ProLevel® 1 training is completed.

- **Achieve Platinum** | Platinum status is achieved once an individual completes all ProLevel 1 requirements. Once Platinum Individual status is achieved, a Platinum Individual certificate is automatically mailed to the individual. The date Platinum status is achieved will become the annual renewal date to achieve subsequent ProLevels.

- **Maintain Platinum**
  To maintain Platinum status, an individual must complete all ProLevel 2 requirements, and subsequently all ProLevel 3 requirements, by each annual renewal date. After achieving ProLevel 3, the individual must complete six credit hours of ongoing training annually by his/her renewal date.

- **Expired Platinum** | If Platinum status is lost, the individual will:
  - Still retain their training records and the credit earned for any ProLevel previously completed
  - Be expired, but can regain Platinum status by achieving the next ProLevel he/she was working toward. *(Note: This applies no matter how long the gap in training and even if he/she goes to another business.)*

About Road to Platinum (R2P)

**Timeframe for Road to Platinum**
The timeframe to complete Road to Platinum is typically 6-18 months. This depends on the amount of training that has been completed previously.

**How is a commitment to Road to Platinum made?**
An individual is on the Road to Platinum once he/she contacts Customer Care and expresses commitment to PDP training and Platinum achievement.

**What benefits does a Road to Platinum individual receive?**
Individuals on the Road to Platinum will receive benefits such as:
- Customer reports to monitor training progress
- Targeted emails about upcoming classes and renewal dates
- I-CARE™ support

Once Platinum status is achieved, individuals can benefit from Platinum pricing.
PDP Business Recognition – Insurance Gold Class™

The Insurance Gold Class designation is the standard training recognized in the Inter-Industry and recognizes businesses at two levels:

- **Corporate Level**
- **Office, Business Location, or Department Level**

Insurance businesses that achieve the Gold Class designation provide their staff with knowledge and skills that can increase the business’ CSI scores and improve operational efficiencies.

The Insurance Gold Class program was developed with industry input and flexibly accommodates employee turnover and helps align Gold Class requirements with individual employee tasks and career development. Fewer appraiser staff members are required to achieve I-CAR ProLevel® 2 and ProLevel 3; a greater number of appraiser staff will achieve ProLevel 1.

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**About Road to Gold™ (R2G)**

**Timeframe for Road to Gold**
Ideal progress on the R2G is 12 months for an insurance business to train 60% of its appraiser staff to Platinum ProLevel 1. The timeframe will vary depending on amount of existing training, number of appraisers, etc. Once all appraiser staff members at a business or location have completed their training requirements on the Road to Gold, the business or location can submit its Gold Class application and be recognized as Gold Class.

**How is a commitment to Road to Gold made?**
Facilities will be considered on the Road to Gold once they contact Customer Care and express commitment to PDP training and Gold Class achievement.

**What benefits does a Road to Gold business receive?**
Businesses on the R2G will receive benefits such as:
- Custom reports to monitor training progress
- Targeted emails about upcoming classes and renewal dates
- I-CARE™ support

Once Gold Class is achieved, businesses can benefit from Gold Class pricing.

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“As a Gold Class Professionals business, Erie has a strong commitment to I-CAR training and Platinum Individual recognition across our entire appraiser organization. Engagement with the Professional Development Program helps Erie stay well-informed of industry changes, and deliver outstanding service to Erie’s customers, while continuing to improve internal metrics for cycle time and CSI.”

*James Brown – VP Material Damage, Erie Insurance*
Getting Started

It is easy to begin training. Here is an overview of the process:

1. Identify employee roles and submit an employee roster to I-CAR® by email or fax, or call Customer Care for assistance.

2. Create a myI-CAR account. Click on “Register” under the myI-CAR logo on i-car.com.

3. You will receive an email asking you to activate your account. If you do not receive an email within five minutes, check your spam or junk folder or call Customer Care for activation.

4. Login to myI-CAR and access Training Manager. You can use tools in Training Manager to plan, track, and schedule training.

5. Once training requirements have been met, submit your Insurance Gold Class™ application.

Staying On Track

I-CAR has several tools and reports to help you plan and track your training.

myI-CAR allows you to edit information, declare roles, view order history, and review classes that have been registered for or taken.

Training Schedule Report is designed to help you maintain and achieve Gold Class. This comprehensive report displays training needed by employees for Platinum™ status, when required Live training is available, online options, and information on upcoming renewal dates for individuals and businesses.

ProLevel® Budget Report is a multifunctional tool that provides a cost estimate (per ProLevel) for individuals at your business based on the training they need to take in order for those individuals to meet PDP ProLevels. The report takes into account training that has already been completed and calculates preferred training options. This tool also provides budgeting information at Corporate or Location levels, as well as Gold Class progress.

Training Planner helps you plan, track, and maintain training. It also displays available training in your area, Knowledge Area requirements for employees at your business, and their progress toward completion.

Coming Soon! Insurance Dashboard
This graphics-based “dashboard” will be easily accessible through Training Manager and will provide a detailed overview of your business’ progression toward Gold Class status. The dashboard can be viewed at a Corporate or Location level and will display the total number of appraisers required to complete each ProLevel in order for your business or location to achieve or maintain Gold Class. Other support tools from I-CAR, such as Training Planner and ProLevel Budget Report, will be accessible from the dashboard so you can easily plan and track your staff’s training.

Each of your tools and reports can be found in your myI-CAR or Training Manager account.
Value of Recognition

The collision industry is evolving and so is I-CAR®. The organization continues to focus on training, but also on providing a platform for education, knowledge and solutions (or services) to the Collision Repair Inter-Industry.

Gold Class™ Recognition

Since the PDP provides a new level of commitment, training, and investment, I-CAR wants to recognize businesses for their achievements and dedication to training. It is also important to begin educating consumers on what it means to be Gold Class and why choosing a Gold Class business is the right choice.

When a business achieves Gold Class, it receives a Gold Class plaque that has been designed with updated branding. The plaque represents the level of professionalism that Gold Class businesses provide to the industry and should be proudly displayed to:

- Promote commitment to training
- Differentiate a business in a local market
- Generate awareness of Gold Class among consumers

“Esurance is proud to be a member of the I-CAR Gold Class Professionals family. I-CAR training has helped us realize operational efficiencies through more accurate first-time damage appraisals, and the improved processes allow us to provide faster claim handling to our customers and better overall customer service.”

Joseph Laurentino – VP Material Damage, Esurance
I-CAR® Customer Care Representatives are available Monday through Friday from 7:00 A.M. - 6:00 P.M. CST to assist you!

**DID YOU KNOW?**

- You can complete all of your I-CAR ProLevel® 1 training online.
- I-CAR offers several courses that can be applied for continuing education credit. Check the I-CAR website as the program continues to grow:
  
  i-car.com > I-CAR Training > Continuing Education Programs

- I-CAR adds new training to its course catalog continually. You can search for training in your area from the I-CAR website homepage by using the Live Event Search function.

**Classes Near You!** Search for classes in your area with the “Live Class Search” function on the i-car.com homepage. From a drop-down box, choose the class you want to search for, then enter your zip code to see when it is available. The “Advanced Search” allows you to be even more specific with your search.

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