

# SCA

## CLAIM SERVICES

### SCA has been a leading provider of claims management services to the insurance industry for more than 40 years.

Providing integration assistance and online/mobile app technology to our customers and partners allows us to better facilitate everyone's end goal of a satisfied vehicle owner. With our technology-forward vantage point, we will always remain the leader in our field.

SCA Claim Services has decades of industry experience, millions of completed claims, the smartest employees and a top-tier technology department. Our customers know that we deliver the best claim and solution-driven services. Throughout our decades of service to the industry, every employee, product or service has had a laser focus on 'Managing the Middle' in terms of ensuring accurate severity and parts usage, quick cycle time on estimates and supplements, and great customer service.

### Inspection Services

- Auto & Light Trucks
- Specialty Vehicles
- Exotic Vehicles
- RV's
- Travel Trailers
- Boats & Watercraft
- Motorcycles
- ATV's & Snowmobiles
- Property/Structure Damage
- Desk Reviews
- Mechanical Warranty
- Lease Returns
- Repossessions
- Market Value Services
- Scene Investigations
- State DOI Reinspection



### The SCA Difference

- National coverage with 80% of country handled without mileage fees
- Ability to triage files between traditional and virtual methods of inspection
- Material Damage Consultative Services and Monthly Calibration Meetings
- Integrations into both CCC and Audatex platforms
- Adjuster front-end portal to verify claim status and review completed items



### Customer Experience

- Net Promoter Score ranked 'Extremely Likely to Recommend' by current adjusters
- Vehicle Owner contact within 1 hour including SCAclaims.com, our owner-centric portal login
- **Live Chat** with Customer Service Team via our website
- Communication of relevant dates: Owner Contact, Inspection Appointment and Photo Upload