

“Need to Know” Committee Report Fredericton, June 18, 2005

The new “Need to Know” committee, chaired by Denis Bellemore from NAPA/CMAX and Ken Boulton from The Dominion of Canada General Insurance Company, presented its first report at the Fredericton CCIF meeting on June 18, 2005.

At each subsequent CCIF meeting that there will be an opening video called “Right Now”. This short five-minute music video will contain snippets of current information about the collision repair industry. For this to be successful and up to date with relevant information, the committee needs new material 15 days prior to the meeting date. Consequently, the deadline for the next CCIF meeting in Regina is September 30th.

Ken Boulton also shared with the attendees Canadian Underwriter’s list of the 2003 “Top Ten” auto insurers (nwp) for the province of New Brunswick. The list was presented in reverse order and it was very interesting to note that only one person was aware of the fact that Wawanesa Mutual was ranked as number one. Are you sure that you know your target market?

1. Wawanesa Mutual
2. Aviva Canada
3. Royal Sun Alliance
4. Co-Operators
5. ING Canada
6. AXA Canada
7. State Farm Insurance
8. Allstate Insurance
9. The Economical Insurance Group
10. Meloche Monnex

A letter from the President of The Dominion of Canada General Insurance Company explaining the Canadian property and casualty insurance industry’s profits and prices in light of historical context was also presented. Part of this document can be found and downloaded from The Dominion web site at www.thedominion.ca.

Another key function of this committee is to gather information from the Breakout Sessions to determine what important subject(s) need to be presented at subsequent CCIF meetings.

The committee’s first guest speaker was Ray Datt from the Automotive Industries Association (AIA) of Canada who made a presentation on the topic of “Right to Repair”. Mr Datt explained some of the challenges the automotive aftermarket faces and will continue to face if repairers are not given easy access to data, tools, training and diagnostic repair codes, which in many cases, are currently only available to the original equipment manufacturers’ dealers. Mr Datt outlined the steps being taken both in the United States and Canada to address this very important issue. He also cautioned that, while on the surface, this is primarily a mechanical repair issue, it will have serious potential impact on the collision repair industry as well.

For our next meeting in Regina (October 15th), the committee is looking for a keynote speaker on “New Technology”.