

Auto Pride Collision



Continuing Education for Insurers



Collision Repair for Insurers



Flushing Training Center

6034 Pierson Rd
Flushing, MI
48433

Wednesday, November 16th, 6-9 pm

The course, *Collision Repair for Insurers*, provides insurance agents, adjusters and licensed staff with a more comprehensive understanding of the collision repair insurance product.

Course Content

This course includes a step-by-step guide to the entire auto body repair process, from estimation through repair and refinish to final vehicle delivery. In addition, attendees will understand the reasons for potential delays, learn about parts and their usage, as well as discover how to properly set customer expectations. A guided shop tour, highlighting each repair step, brings the course information to life for attendees and ensures a complete understanding of the repair process. The course is three credits/hours in length and is taught in a classroom setting. There is no graded test.

Continuing Education for Insurers Program

The *Continuing Education for Insurers* program was created to provide agents and licensed staff with practical, enjoyable and easy-to-understand automotive and insurance-related courses needed to satisfy their state license requirements. *Collision Repair for Insurers* is an accredited Continuing Education course

What Insurers Can Expect to Learn:

- How to select a reputable auto body repair facility
- How auto body damage is analyzed
- The steps involved in a quality repair
- Part types and use
- How to enhance customer satisfaction
- How to focus on safe and proper repairs by setting clear customer expectations
- How to use the repairer, the agent and the claims dept to obtain the best repair

About The Instructor;

Mark is the Business Development Manager for Auto Pride Collision, he has over 30 years experience in the collision industry, including 13 years instructing collision repair technology for I-CAR (a collision technology training organization) and collision repair management and continuing education for agents for PPG's MVP and Certified First Programs. Mark has seats on General Motors Fixed Operations, St Clair Tech Collision Repair Program and Baker College Collision Repair Program Advisory Committees.

Presentation compliments
of **Auto Pride Collision**

3 CE Credits

**Dinner will be
served at 5:30**



Mark A. Bono

Seating is limited! Reserve your seat, register by November 9th

Call 810-733-3009 or Fax Registration to 810-733-2027