



HALLER APPRAISAL

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DELIVERY

Turnaround Time:

Once an assignment is received into our main office, it is given a file number and the owner is immediately contacted. If the vehicle is available, our inspection will be completed the same day as time permits. Otherwise, the inspection will be completed the following day, unless it's not made available by the owner. If contact cannot be established and the vehicle location is unknown, a contact letter is mailed and a status report is faxed to your office. All assignments are personally reviewed by myself and then assigned to the proper appraiser based on the particular appraiser's expertise, location, and overall current claim load.

Our staff is equipped with remote access internet devices. This equipment results in an improved product and high quality efficiency. The ability to complete our appraisals on site allows us to write an estimate while physically inspecting the damaged vehicle as opposed to writing the estimate from notes or photographs. This makes for a better product and same day turnaround.

Estimating Software:

Our estimates are all computer generated. We are capable of writing estimates with Mitchell's Ultramate, or ADP Penpro. Our heavy equipment estimates are generated through Mitchell's Truckest. The report can be faxed, e-mailed, or electronically uploaded to your office. If the report cannot be finalized the day following our inspection, your office will receive an appropriate status memo and we will continue with statuses every 5th working day, or until the file is completed. Our company is familiar with and utilizes several web based uploading systems including SceneAccess, Autoverse, Process Claims, NSite, EAuto Claims, NuGen IT and EMitchell.

Location & Staff:

Our company is well diversified with appraisers across the state of Michigan. We have capability of bringing extra personal into a given area during busy periods. This allows our company great flexibility without sole reliance on a single appraiser. We also have available, during peak business periods, our staff manager and reinspector. Our main office is located in Farmington, MI. In this office, we have eight appraisers. The remaining appraisers work out of their home offices. These appraisers work for our company only. Haller Appraisal Service has never and will never sublet business to a freelance appraiser or another company.



QUALITY

Quality Review:

Our quality review program begins with a personal desk review of every file before it is mailed from our office. Dave Sylvester, Rob Grunewald and I also perform field reinspections. We make evaluations of each appraiser and discuss these with them on a regular and continuing basis. Approximately 10% of claims are reinspected for quality review reasons, depending on particular appraisers' prior evaluations.

Supplements:

Approximately 25% of our appraisals are supplemented. We write our estimates on visible damages only, which means reinspections and supplements are a daily occurrence. We encourage body shops to call all reinspections requests into our main office, where that request is then given out as a new assignment and tracked in the same manner. If the appraiser is contacted directly by the shop, then the appraiser notifies our office of his reinspections request, so it can properly monitored. We put forth great effort to ensure all paperwork is handled in an efficient and timely manner. This includes requests for parts and labor invoices to ensure that all of our files are properly documented.

Agreement to Price:

We always obtain an agreed price with the repair facility of the owner's choice.

Business Conditions:

We meet all current business operating requirements and licensing. We will comply with your requests for indemnification and credit check. We meet current statutory requirements and abide by all applicable laws.