Ms. Judell Anderson, AASP

Mr. Ron Pyle. ASA

Mr. Aaron Schulenburg. SCRS

In response to your letter of January 10th, 2012, we would like to clarify that estimates written on both ShopLink and the disconnected/DVD version of Audatex Estimating (ADXE) reside locally and do not have to be committed to the Audatex server unless the repairer decides to do so. The decision to upload the estimate to the Audatex server is usually made by the repairer as a result of their participation in a Direct Repair Program (DRP) where data collection is part of the agreement with their insurance partner(s).

The Audatex Master Agreement makes provision for use of data that is provided to Audatex by insurers, repairers and independent appraisers for purposes specified in the agreement. As stated in the agreement, Audatex is committed to protecting personal data and information, using aggregated data only that reflects estimate content after stripping out client information.

Because any repairer may decide at any time for any reason to upload any estimate to the Audatex server, Audatex has no plans to modify the agreement. The data usage clause ensures that the use of data is understood and agreed upon when that decision is made.

The Insight Analytics Tool is available to insurers and repairers. This is part of the manner in which data that is submitted to Audatex will be used. As you pointed out, reporting capabilities are important to insurers and repairers alike, and can serve as a valuable tool to improve efficiencies, operations, etc., by knowing and understanding Key Performance Indicators (KPIs).

Your letter states**: "***Choice is really the centerpiece of our concern, and the overall solution we are looking for from Audatex. Prior to the adoption of cloud computing mechanisms in the Audatex software line, information that was collected by Audatex was extracted solely from estimates that were uploaded to your company as necessitated by the insurer-repairer DRP relationship."*

As stated above, every repairer currently has that choice. I hope this helps to clear any misunderstandings that exist about how Audatex collects data. Feel free to contact me if you have any further questions or concerns.

Sincerely,

Rick E. Tuuri

Vice President, Industry Relations

Audatex, a Solera Company