

January 20, 2012

Aaron Schulenburg, Society of Collision Repair Specialists
Ron Pyle, Automotive Service Association
Judell Anderson, Alliance of Automotive Service Providers

Dear Aaron, Ron, and Judell,

CCC has received and reviewed your Joint Statement Regarding the Collection and Reporting of Repairer Business Data dated January 11, 2012. We share many of our customers' concerns regarding the issue of data privacy.

CCC led the industry by publishing and implementing a broad and strong data policy that clearly states how data is (and is not) used and how data is protected. Prior to implementation of our 'cloud computing' platform, we listened to our customers and understood and addressed their concerns regarding the sharing of sensitive data. Here is a link to our data privacy statement: http://ccc.cccis.com/pages/data_policy/225.php.

CCC has collected claims data since it first began network communications in the early 1990s and aggregated it for analysis and industry reporting. Aggregated data is inclusive of all data participants and not pre-selected or segmented, allowing comparisons to a robust, diverse, and statistically significant pool. CCC reports aggregated data in statistically significant sample sizes to so that specific data sources are not identifiable.

Aggregated data is included in CCC ONE™ Analytics and has provided valuable insight to thousands of repair facilities. Additionally, this data is part of our publication, CCC Crash Course, which is used by many throughout the industry to great benefit.

CCC takes data issues very seriously as evidenced not only by our data policies, but also by our participation on the CIC Database Privacy Committee and our internal Repair Advisory Panel for customers. We are very open to an ongoing dialogue with your organizations' leadership on this important subject.

Sincerely,

Jack Rozint
VP, Market Solutions