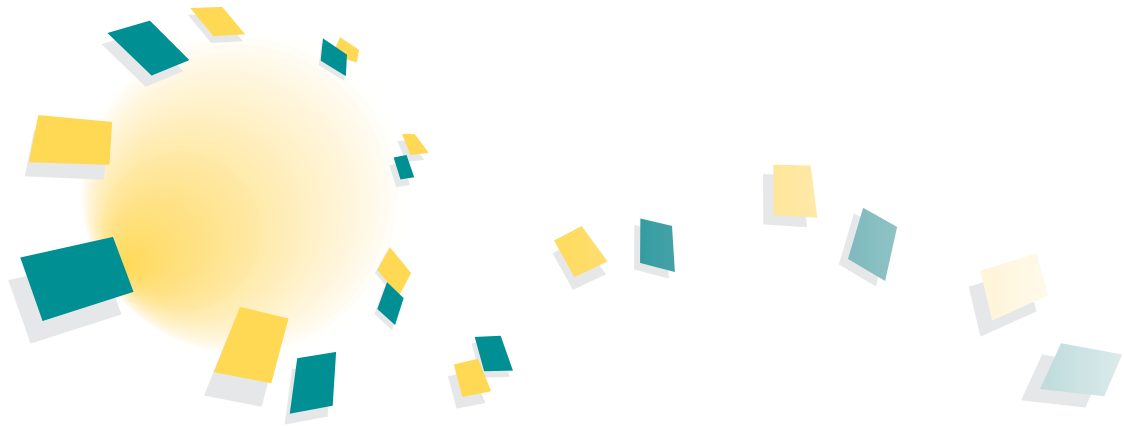


CALL CENTER



The CynCast solution for contact management

CynCast has taken call center service and technology to new heights. By combining a dedicated team with cutting edge technology CynCast's call center is **THE** solution for the auto claims industry's call center needs. From warm transfer to single point of contact to increasing Direct Repair assignment capture, CynCast is able to level workloads and relieve stress in a business's front office through the 24/7 call center.

CynCast has developed tools to increase Direct Repair capture ratios. The CynCast call center is able to receive assignments directly from an insurance company or information provider and schedule inspection appointments in repair shop calendars via the internet in real time. CynCast developed a methodology that resulted in increases up to 30% in DRP assignments converted to estimates. The secret is a disciplined process not influenced by the uncertainty and inconsistent environment of the body shop front office.

A centralized call center serves as a single point of contact for a collision repair center. Special web-enabled systems have been developed to streamline operations, access the repair order and claim files simultaneously. Through a central service organization CYNCAST call center attendants are able to answer customer, insurance company or rental car status questions

The call center also receives inbound calls from customers through a national 1-800 line.

The benefits of the call center

24/7 Call Center Agents

Provides 24-hour service without increasing employee overhead or benefits

Improves DRP capture ratio

Appointments scheduled through web-calendars, increase DRP capture ratios, delivering more cars to the preferred location.

Increase customer satisfaction

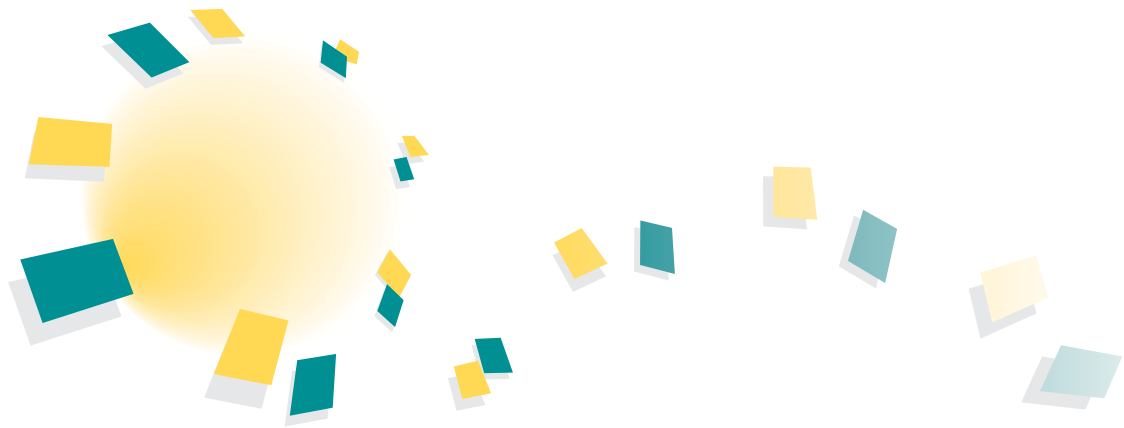
By surveying and benchmarking results, CynCast allows true measurable improvement of customer satisfaction, thus leading to greater policyholder retention. Collision Repair shops, Insurers and Rental Car Providers benefit from early warning to improve their chances of resolving customer issues.

Real time access on-line

Current work inventory, vehicle status and claim files can be accessed in real-time via internet.



CLAIMS PROCESS



The CynCast integrated solution

CynCast Centralized Claims Center offers services improving the claims management process for shops and insurers. Pro-active consistent communication between shops and insurance companies reduces friction and smoothes the claims process.

Claims process is also eased for insurance companies by the Get-Claim application allowing insurers to send assignments and for CynCast to schedule vehicle inspections to specific estimators directly into a daily calendar.

CynCast members benefit from claim dispatch, work flow distribution and load leveling, appointment scheduling, claims processing and payment distribution

Other features of the Centralized Claims Center services include inbound and outbound calls managed by the call center, 1-800-INFO-FIX line, full-time towing dispatch and car rental dispatch along with warn hand-off customer transfer from the insurer to the collision center.

The benefits of integrated solutions

Improve DRP Relations

The centralized services offered by CynCast for managing claims reduces friction costs with insurers, thus improving the DRP relationship with insurers and potential work flow

Capture ratio increase

Assistance in calendaring repair orders by CynCast enables shops to significantly increase the capture ratio of the jobs referred by insurers.

Additional service for insurers

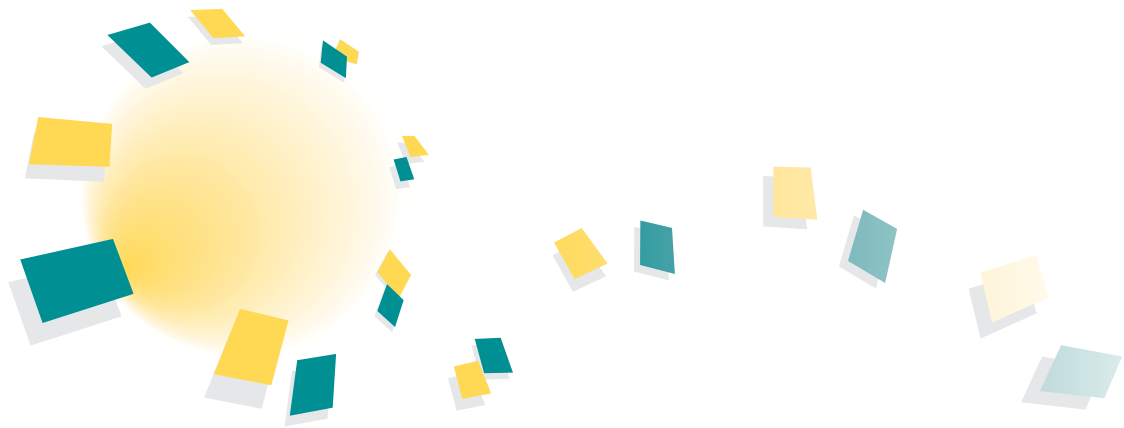
Telephone warm transfer of the customer from the insurer directly to CynCast helps insurers to increase the rate of successful referrals in their DRP network.

Additional service for consumer

Telephone warm transfer, towing dispatch, car rental dispatch, call center and 1-800-INFO-FIX line brings additional value to the consumer, thus improving customer retention for the insurer.



DATA CENTER & REPORTING



The CynCast solution for data collection

Collecting information is one of the fundamental objectives of CynCast. The Company's exclusive technology allows for automatic and real-time data collection through extraction software systems and internal state-of-the-art Call Center capability.

Complete repair order and estimate information are automatically collected through Web-CMS and stored in the secured CynCast Data Center, allowing for highly valuable real-time reporting to shops, insurers, rental car providers, car manufacturers, and suppliers. The CynCast Call Center agents collect all customer satisfaction survey information and the results are stored in the Data Center for future use.

Key data from the CynCast member's performance, extensive estimate statistics, customer information and satisfaction are collected, stored and analyzed by the advanced statistics analysis systems for benchmarking and reporting.

CynCast has designed a series of valuable reports based on Data Center information. Automatically emailed push reports and fully customizable reports, on a daily, weekly, monthly, quarterly or annual basis are built-in the CynCast web-technology and offered to members and insurance companies:

- Customer Satisfaction Index (CSI) reports
- Insurance reports
- Sales reports
- Immediate action reports
- Customer Survey notes reports
- Flash reports
- Custom reports of all kinds

The benefits of Reporting

Improves DRP relationship

Reporting shop performance, customer satisfaction surveys and estimate statistics to insurers allows better communication between insurers and the network.

Reduced friction cost

By allowing better communication and trust, friction costs can be significantly reduced between insurers and the shops.

Continuous improvement

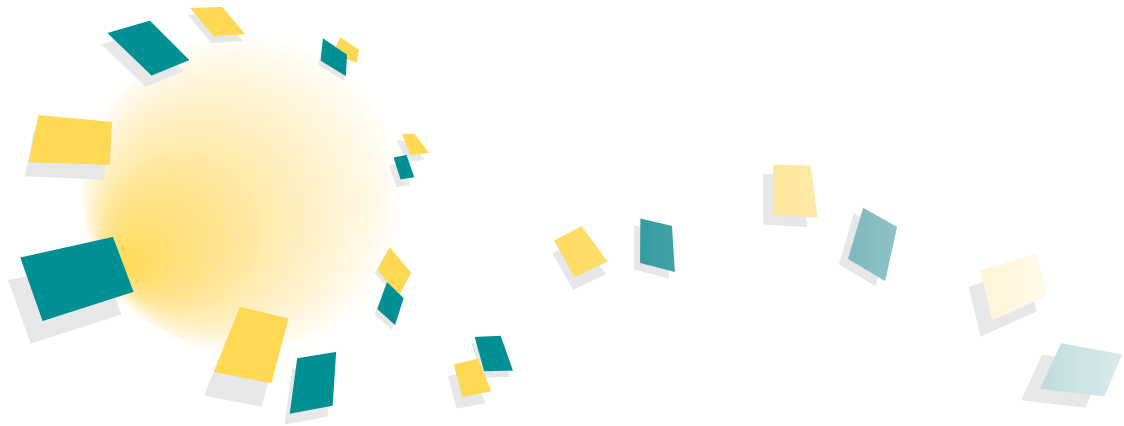
Measuring and reporting shop performance and customer satisfaction on a continuous basis allows for improvement.

Sharing best practices

Reporting based on peer measurement and benchmarking outlines differences between shops, thus leading to the sharing of best practices and improvement



AUTOMATED PAYMENT SYSTEM



The CynCast Tool for Electronic Funds Transfer

Electronic Funds Transfer is for any organization interested in efficiently automating the payment process between trading partners in real time. This tool gets rid of needless paperwork and administrative effort by electronically transferring funds between two parties. The program is a web-based application that is easy to use providing on-line live information in real time. Through the on-line status tool businesses can see the projected pay date providing visibility over projected cash flow. It also provides the ability to see on-line why a payment would be rejected

Customers using the CynCast EFT solution have the ability to audit the invoice to ensure completeness thus improving their cycle time.

The Benefits of Using Electronic Funds Transfer

Time Saving

There is no paperwork to fill out or checks to deposit

Real Time Status

Ability to see the status of your invoice on-line in real time

Projected Pay Date

Provides the ability to plan and manage cash flow

Cost Effective for both parties

Cuts down on administrative duties and busy work

Line Item Detail

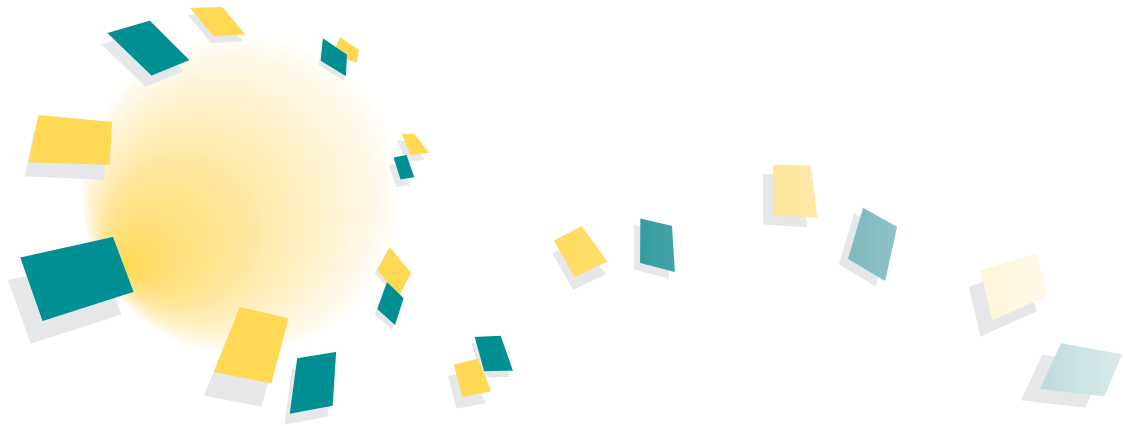
Automatically updates customers with e-mails which contain detailed information on their invoice.

Automatic payment

Transfer straight into a businesses' bank account so there is no hassling with paper checks.



CLAIMS MANAGEMENT SYSTEM (CMS/Get-Claim)



The CynCast tool for insurance claims management

The Get-Claim web application is designed to help insurance companies electronically process claims.. Interfaced with the Web-CMS shop management application, Get-Claim allows shops and insurers to directly manage claim documents and workflow, as well as allowing on-line assignment and calendaring of appointments.

The Web-CMS application is designed to directly send assignments to shops, which can then schedule and calendar the vehicle inspections and specific estimator responsible for specific DRP. The application can generate pre-appointment assignments and work queue, allocate assignments to the Central Claims Center, review estimates and manage assignment inventory.

Get-Claim facilitates communication between the insurance company and the shops during the repair process. This application allows insurers easy access to manage the electronic claim file. The ability to review digital images, estimates, EMS files, invoices, work in process, vehicle status and more make this a valuable tool for interacting with critical information in real time.

The system helps manage the work flow with features as claim upload wizard, completion date management, business rule management, claim log, comment log and on-line DRP manuals specific to the insurance company.

The benefits of using Get-Claim

Improved administrative efficiency

The CMS and Get-Claim web system help reduce administrative cycle time. It also helps fleets managers and insurers document for subrogation.

Reduced friction cost

By allowing claims document transfer, workflow management, electronic assignment, appointment scheduling, and estimate review, friction costs can be significantly reduced between insurance companies and the shops.

Increase DRP assignment capturing ratio

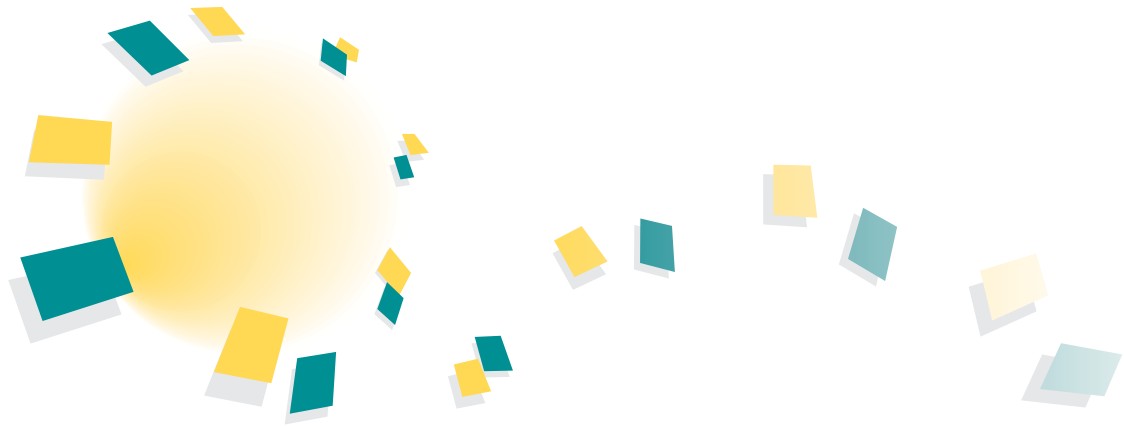
CMS web-calendars, combined with outbound call center appointment scheduling enables shops and insurers to increase workflow to their preferred DRP shops.

Improves DRP relationship

Interfaced with the Web-CMS shop management system, Get-Claim gives the insurance company on-line access to current estimate and repair status, thus allowing for early warning of issues before they become problems.



PRODUCTION MANAGEMENT PROGRAM



The CynCast Tool for Production Management

Production Management is designed to help repair shops maximize the utilization of the production resources. It is a completely web-based application that provides a mechanism to attach status to vehicles while they are in the auto claims and repair process. The system delivers an easy way for shop personnel to move and track the car throughout the repair.

Custom car lists are created and automatically emailed to shop owners, managers, estimators, customer service representatives, and the production manager. Technicians receive lists to help manage their inventory of work.

No more excel spreadsheets, hand written lists, or production boards as this tool provides an excellent method for all to collaborate and communicate the exact status of vehicle repairs. Target dates are automatically generated based on the shops production cycle times providing a method for shops to meet delivery deadlines.

Information is good only when it is accurate, timely and actionable. CynCast has created a system that goes far beyond the traditional approach to production management by further bridging the gap between the shop, insurer and the customer.

The Benefits of Using Production Management

Improves Shop External Communication

Configurable automatic status e-mails for the customer and a configurable call queue for the customer service representatives to give customers updates on the status of their vehicle.

Improves Shop Internal Communication

Ability to create a customized car list or production list e-mailed directly to estimators and/or customer service representatives, and department managers.

Time Efficient

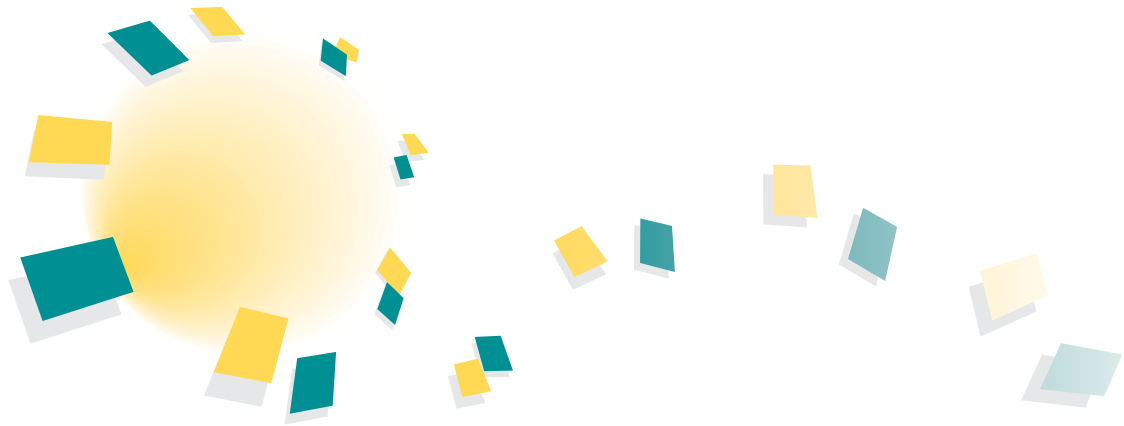
Automatic status updates sent to the Enterprise ARMS system eliminating phone calls and data entry.

Continuous Improvement

Tracks shop cycle time per department, technician's active work and ability to create a log of time in each department.



WEB-BASED TECHNOLOGY



The Technology

The technology championed by CynCast is based on a suite of web applications. Customers have access to this technology featuring automatic and real-time data collection through proprietary data pumps, customizable business rules, extensive reporting and on-line peer benchmarking.

Technical Requirements

Even though CynCast's technology is advanced and pro-active, the hardware and software requirement to use these tools is basically limited to Internet access, preferably through a high-speed connection. For those customers with limited access to the internet, including dial up, wi-fi and wireless cards, CynCast has developed a USB device capable of running parts of the web applications locally, minimizing the amount of bandwidth required to interact with the Company's products.

To make full use of most WEB-CSM functions, customers can either enter the data manually on a daily basis or automatically through a Repair Order (RO) data pump that supports most actual management systems. The technical requirements are a permanent Internet access, a windows system and Estimating Management System (EMS) allowing access to EMS files.

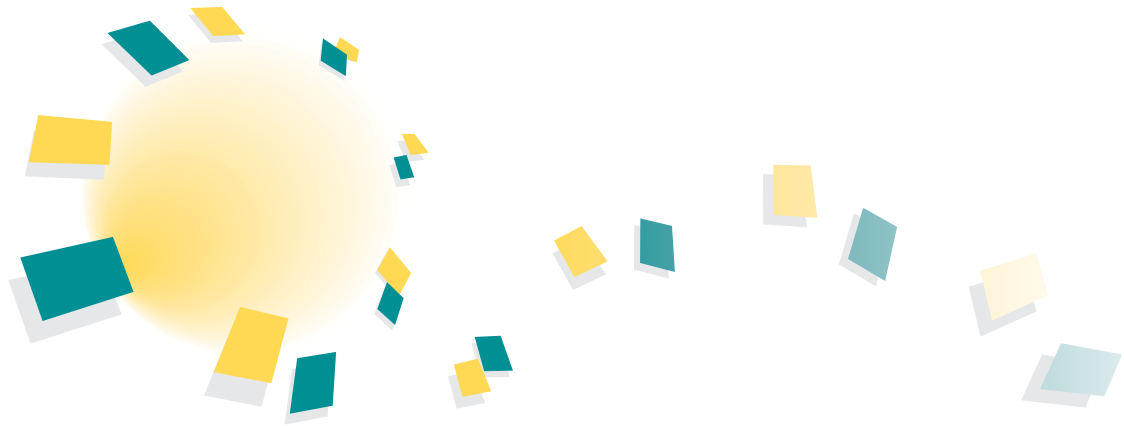
A CynCast email address will be assigned to all users, for access to all reports, depending on the services and frequency requested by the members.

Technically, the ERP application is considered included in the Web-CMS software. To enable the use of the ERP application, the EMS data pump must be installed, preferably on the network's server. The requirements for the EMS data pump are the same as for the RO data pump, plus high speed internet access.

CynCast's servers and database are located inside AT&T's secure data center in Irvine, CA. Access is limited to CynCast's employees only. Software access is protected by a username and password.



CLAIMS MANAGEMENT SYSTEM (Web-CMS)



The CynCast tool for shop claims management

Web-CMS is a claim management system for shop owners and managers. It efficiently assists with the entry of repair order and estimate information, and administrative data. Along with Web-CMS this tool enables shops to manage the claim process efficiently and effectively.

The Claims Management System is a universal application allowing claim document management of estimates, ROs, notes and digital photos. It also provides shops with work flow and assignment management, estimate review, as well as the ability to schedule appointments for estimators.

Get-Claim allows insurance carriers and shops to electronically transfer claim documents, manage work flow, as well as make assignments and schedule appointments.

The benefits of using Web-CMS

Increases the capturing of referrals at shop level

The CMS scheduling tool enables shops to improve the capture ratio of DRP assignments through a systematic and organized process of timely client contact.

Improves administrative efficiency

The CMS/Get-Claim web system reduces administrative cycle time and expense costs. It also improves documentation for subrogation purposes.

Reduces friction cost

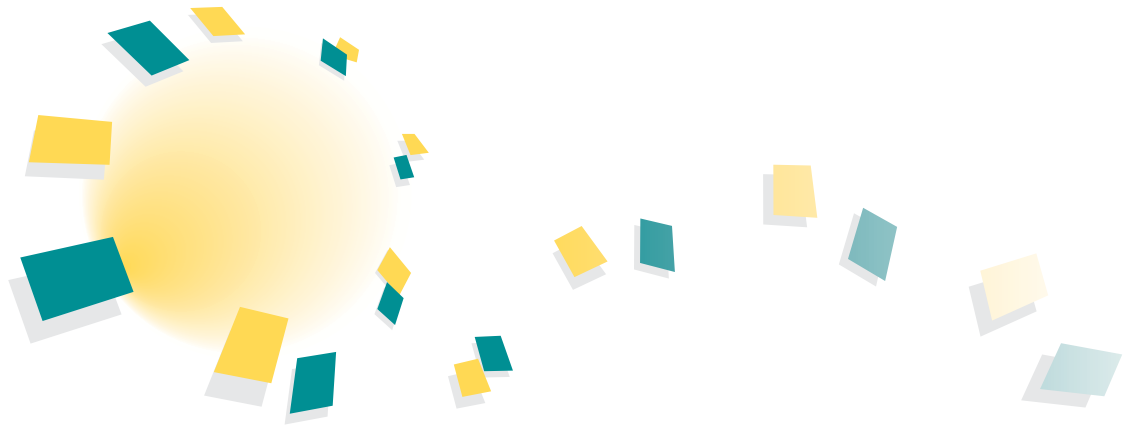
By allowing claim document transfer, work flow management, electronic assignment, appointment scheduling and estimate review, friction between the insurer and the shop is significantly reduced.

Improves DRP relationship

Integrated in Web-CMS, the Get Claim viewer provides insurers on-line access to current estimate and repair status, thus allowing for early warning of issues before they become problems.



ESTIMATE REVIEW PROGRAM



The CynCast Tool for Reviewing Estimates

CynCast has introduced the first fully automated Web-based estimate review solution for insurance companies and CynCast members. Called the Estimate Review Program (ERP), it enables shop owners, managers and estimators to automatically compare every shop estimate against pre-defined profiles.

ERP reviews estimates to ensure that they are in compliance with the shop's DRP insurance company guidelines. ERP helps estimators and insurers improve the accuracy and completeness of each estimate by producing an exception report for any items on the estimate that do not comply with the insurance agreement. This gives the estimator the opportunity to edit the failed items prior to committing the estimate.

Using ERP enables shops to improve their compliance with insurance company DRP agreements by checking for non-compliance and missed labor operations performed by the shop. When applied appropriately, ERP can decrease friction and cycle time.

The Benefits of Using ERP

Reduced DRP friction

Edits and corrects estimates before sending them to an insurance company, increasing trust.

Allows estimators to be DRP compliant

Checks estimates against pre-defined business rules and DRP profiles to see if they "pass" or "fail."

Reduced time spent managing estimates

Provides owners and managers with summary reports and sends e-mail alerts when required.

Reduced number of field audits

Performs desk reviews.

Improved estimate

Checks for missing or incorrect items to ensure that all needed items are on the estimate.

Better feedback

Reports daily on key performance indicators, including supplement count, part type usage, percent of assignments converted to repair orders, and ratios such as parts to labor and repair vs. replace hours.

