



Notice to all Accredited Autobody Shops

Repair Shop Support Job Aid Updates

Date published: February 24, 2025

The following updates have been made to the [Repair Shop Support job aid](#) which is utilized for all vendor types other than commercial:

- Additional mailboxes previously not included have been added.
- Expanded contacts for certain enquiries through cross training of staff to be able to increase support.
- Clarified reasons for calling various departments.
- Like the adjuster contact look up tool, an Estimator look up tool is currently being developed and will be added to the job aid.

These updates provide increased shop support while alleviating efforts from areas like adjusting and estimating by redirecting the calls to the correct contacts to reinforce best practices, while improving shop support and customer service.