|  |  |  |
| --- | --- | --- |
| **From:** | communication@csninc.ca | |
| **Date:** | Tue, Apr 12, 2016 at 4:34 PM | |
| **Subject:** | Ontario Aviva Premiere Estimate Program and Aviva Premiere Facility Survey | |
| **Message:** | | |
| Good Afternoon Ontario CSN Aviva Premiere shops,  Aviva Insurance has asked CSN Corporate to forward the following communications regarding the Aviva Premiere Estimate Program and Aviva Premiere Facility Survey.    1.      Premier - Estimate program  Dear Premiere Network Partner,  In an attempt to increase Premiere Network penetration Nationally, Aviva will be instating a Premiere/Estimate program within our Automobile repair network as of April 1st.  With a network client retention rate as high as 97%, this initiative is designed to drive an increase in estimates while exposing our Premiere Vendor Partners to the opportunity of offering their repair services to potential clients that may have otherwise chosen a Non-Network repairer.  This may mean additional estimate volume for your support staff. We ask that you give all our Customers Aviva Priority service when they attend and complete / upload an estimate within our SLA.  Please reach out to your local Network Vendor Manager with any questions you may have regarding the program.    This is a reminder for Ontario Pass-Through shops that if an estimate’s value exceeds your Pre-Approved Credit (PAC) amount, then the estimate will have to be authorized by the Aviva Image Desk before a copy of the estimate is provided to the insured. If the estimate value is below your PAC amount a copy of the estimate can be given to the insured immediately.    2.      Dear: Premiere Vendor Partner,   In the efforts to continuously keep our information about your business current, we are requesting you provide some insight into some of your capabilities and new initiatives at your facility.  We are asking that you take a few moments and complete the attached Survey with the information requested.  We also ask that if you have any other interesting information about your business that may demonstrate the benefits of our Customers choosing you as their Repair Facility during a claim, please feel free to provide in a short paragraph and return with the completed Survey.   If you have any questions, please feel free to contact your Aviva Regional Vendor Manager.  Please return the completed survey and any additional information to Mike Firman at [mike\_firman@avivacanada.com](mailto:mike_firman@avivacanada.com)     If you have any questions please contact Mike Firman. | | |
| **Attachment included?** | | YES |

|  |  |  |
| --- | --- | --- |
| **Attachment:** |  | **Premiere Vendor Information Survey** |

