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| **From:** | communication@csninc.ca |
| **Date:** | Tue, Mar 15, 2016 at 11:08 AM |
| **Subject:** | Aviva Ontario SOP Guidelines and Towing Guidelines |
| **Message:**  |
| *Good Morning Ontario Aviva Premiere Shops,**Aviva Insurance has asked CSN to forward the revised Aviva SOP Standard Repair Estimating guidelines and the new Ontario Aviva Towing Guidelines to Ontario Aviva Premiere shops with the email communication below:**Aviva Canada has implemented a Towing Program designed to create Efficiencies and Value for our Customers and Partners alike. There have been some important changes to the way we handle payouts for Towing and Storage charges incurred by our Policy holders during a loss. Our new process includes leveraging the experience and expertise of our Aviva Premiere Vendor Network to assist with the timely handling of this part of the claim. Please review the revised SOP regarding the general direction and paying of tow and storage fees.****(Page # 29)****Please see the attached Ontario Aviva Canada Towing Program Fee Schedule Guidelines. Please observe the region that your facility is within and become familiar with the fee structure. It is important to reference the guidelines if you are accepting a tow from outside your region as bylaw restrictions may apply. Please refer to and utilize the tow and storage fees guideline for the region in which the loss occurred or vehicle is being towed from. Any Tow or Storage fees presented within a Region that is governed by****Bylaw****, the set fees must be observed. Any surcharging in this area must be reported to the Adjuster immediately for direction. You can contact the****Aviva Resolution Centre******(1-866-692-8482******).****If the Adjuster is not immediately available please press 0 to return to the queue and any Claims Representative will be able to provide the correct direction. Any Tow or Storage fees presented within a Region****not****governed by****Bylaw****that exceed the recommended amount should be negotiated to the most economical conclusion keeping in mind any expenses of challenging the invoice or additional downtime and expenses that may occur during the dispute. All variances from the guidelines allowed for by the Premiere Shop should be described and communicated to the Adjuster via Audatex Comments.**If you have any questions or concerns regarding this process, please feel free to reach out to your Aviva or Head Office Representative.* |
| **Attachment included?** | No |