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**Results of refinish-related “Who Pays for What?” survey available online for free**

Nearly 7 out of 10 shops say they need to ‘denib’ or ‘finish sand and buff’ at least three-quarters of the vehicles they paint, yet nearly one-third of shops believe that the top eight insurers "never" pay for the extra time it takes to do it.

"Not true," says Mike Anderson of Collision Advice. "Other shops report being paid by the top eight insurers for these operations, according to the results of our 'Who Pays for What?' survey series."

Each of the four different “Who Pays for What?” surveys, conduced by Collision Advice and *CRASH Network,* explores a different area of shop operations, including “Who Pays for What?” in terms of aluminum repair and “not-included” body labor operations, refinish operations, and structural/frame and mechanical operations.

Anderson is making the 60-page results of the “refinish-related” survey, completed by more than 870 shops back in February, available to shops at no charge.

“The survey results are always free to the shops who participate, but I’m making the refinish-related ‘Who Pays’ survey results available for free to all shops because I believe when more shops see the kind of information the surveys offer, they will participate in our future surveys,” Anderson said.

The survey results, for example, show that a third of shops are routinely paid for ‘denib’ or ‘finish sand and buff.’ On a national basis, across all insurers, 39 percent of shops that bill for 'denib' are paid "always" or "most of the time," while 31 percent are paid "always" or "most of the time" for ‘finish sand and buff.’

Perhaps equally as valuable, the survey results also reveal just how often these operations are required.

“In fact, over a quarter of all shops surveyed (28.5 percent) say they perform these procedures on 100 percent of the cars they paint," Anderson pointed out. "And another 41 percent say that at least three-quarters of the cars they paint require at least one of these procedures."

Results of the previous surveys are available at <https://www.crashnetwork.com/collisionadvice>

The 60-page report breaks the survey findings down by region, by insurer and by DRP vs. non-DRP, and includes analysis and resources to help shops better understand and use the information presented.

“Participating in the surveys can be a good reminder to shops of ‘not-included’ operations that they are doing so they can decide whether to include them as line items on their estimates,” Anderson said.

Collision Advice ([www.CollisionAdvice.com](http://collisionadvice.com/)) is an independent training and consulting firm featuring some of the most respected and experienced experts in the collision repair industry. Mike Anderson and his team offer real-world, cutting edge training and guidance both in the classroom and one-on-one in the shop.

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