

## California Casualty is Making Claims Quicker with the New Snap Appraisal App

You're involved in a crash. There is damage, but your car is drivable. Wouldn't it be nice if you could file a claim without needing to wait for an appraiser to come view the damage? If you have auto insurance with California Casualty, you can do just that with Snap Appraisal.

Yes, you can now speed up the process by using your smartphone. The best part is that you do it on your time, avoiding the need to wait for someone from the insurance company to assess the damage.

While the California Guaranteed Repair Network is still the preferred way members can make an auto claim, when appropriate, Snap Appraisal allows you to obtain an appraisal using an app that is downloaded to an iPhone or Android device. Snap Appraisal even provides a step-by-step description of how to use the app.

Once you've downloaded the app, you take pictures of the damage with your smart phone and upload those images. A remote appraiser then prepares a damage estimate and the estimate is returned to you – usually within three hours.

The customer then takes the estimate and their vehicle to the repair shop of their choice. In most instances, this process can cut days off the completion of repairs.

**Jim Kauffman**, Sr. VP of Claims, reports that the one of the fastest claims processed to date has been 37 minutes from the time of first notice of loss to when the insured received an estimate.

Snap Appraisal is another tool California Casualty is employing to expedite the claims process and help maintain claims satisfaction for you and your employees. Anyone who has a minor auto crash can learn more about the app when they call a California Claims representative at 1.800.800.9410 or visit [www.calcas.com/claims](http://www.calcas.com/claims).

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