

CAPS “The Common Automotive Platform Standard”

Claims Analysis Report
Month Ending Sept-20



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Claim Definition (CAPS Analysis)

Unique Claims

A claim that is initiated and exchanged for the first time within the CAPS System “The primary count”

Supply Chain Transmissions

The Unique Claim plus any additional transmission on the same exchanged claim, e.g. notification to a parts Vendor

Information enclosed is CAPS data exchanged across the platform, which may be similar to claim trend data throughout the UK



CAPS “Monthly” exchange synopsis

The CAPS monthly exchange analysis report is measured as a % of claims against Jan-20 CAPS exchanged volumes.

Analysis shows the trend of claims exchanged within the CAPS platform during COVID-19 Lockdown and up to the current month to date 2020.

As a reminder, some of the factors causing reported fluctuations were;

- Increased number of bodyshops returning to a percentage of operational capacity
- Increased use of CAPS to exchange claims into WIP
- Consumers booking “drivable only” cases in for repair
- General growth in CAPS usage (Both Bodyshops and Services)

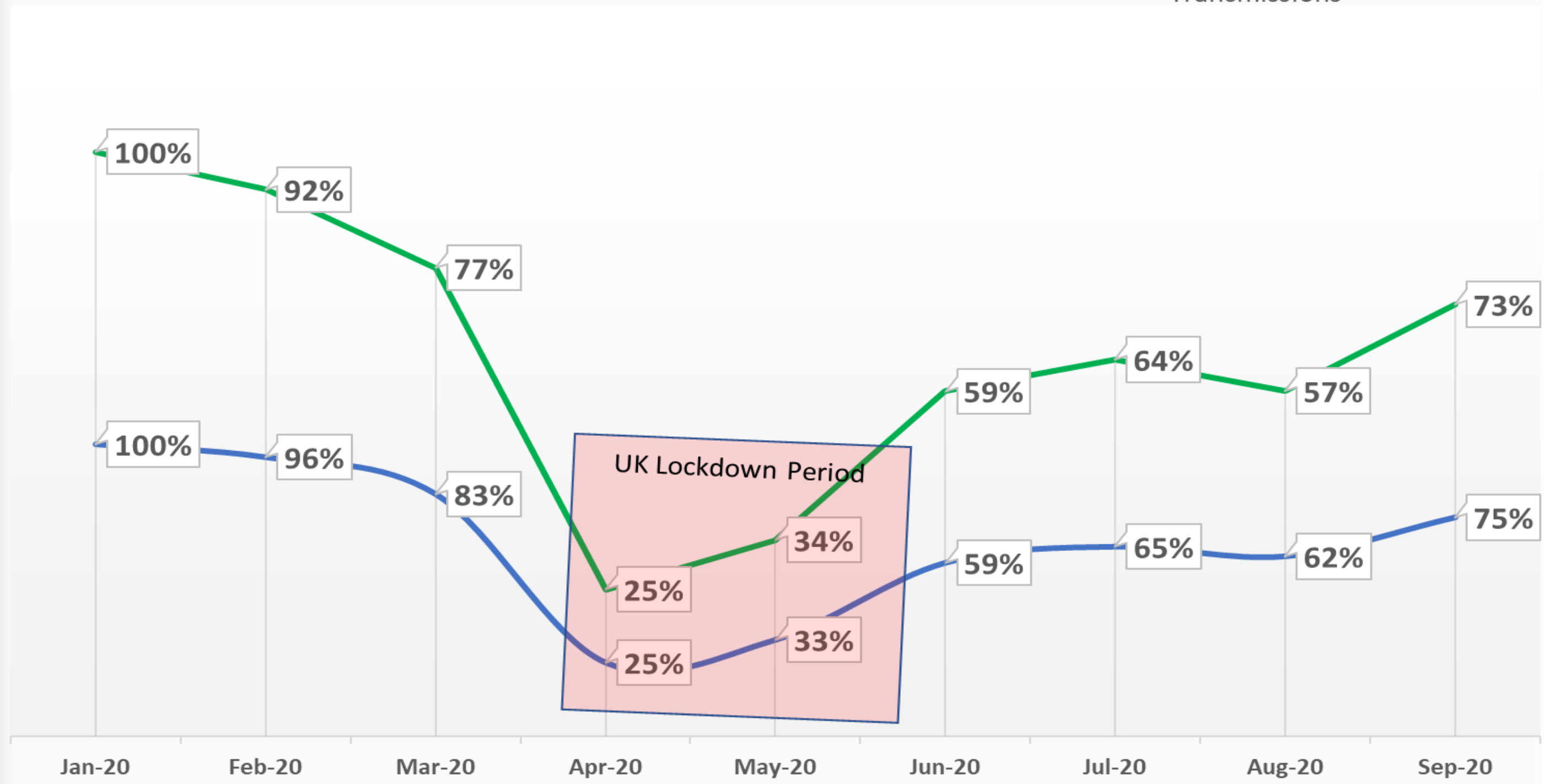
Data/analysis has been normalised to reflect January-20 status by number of Bodyshops and data consuming Services using CAPS

Regional Measurement analysis using the UK Postcode regional database by identifying each Bodyshop location exchanging data.

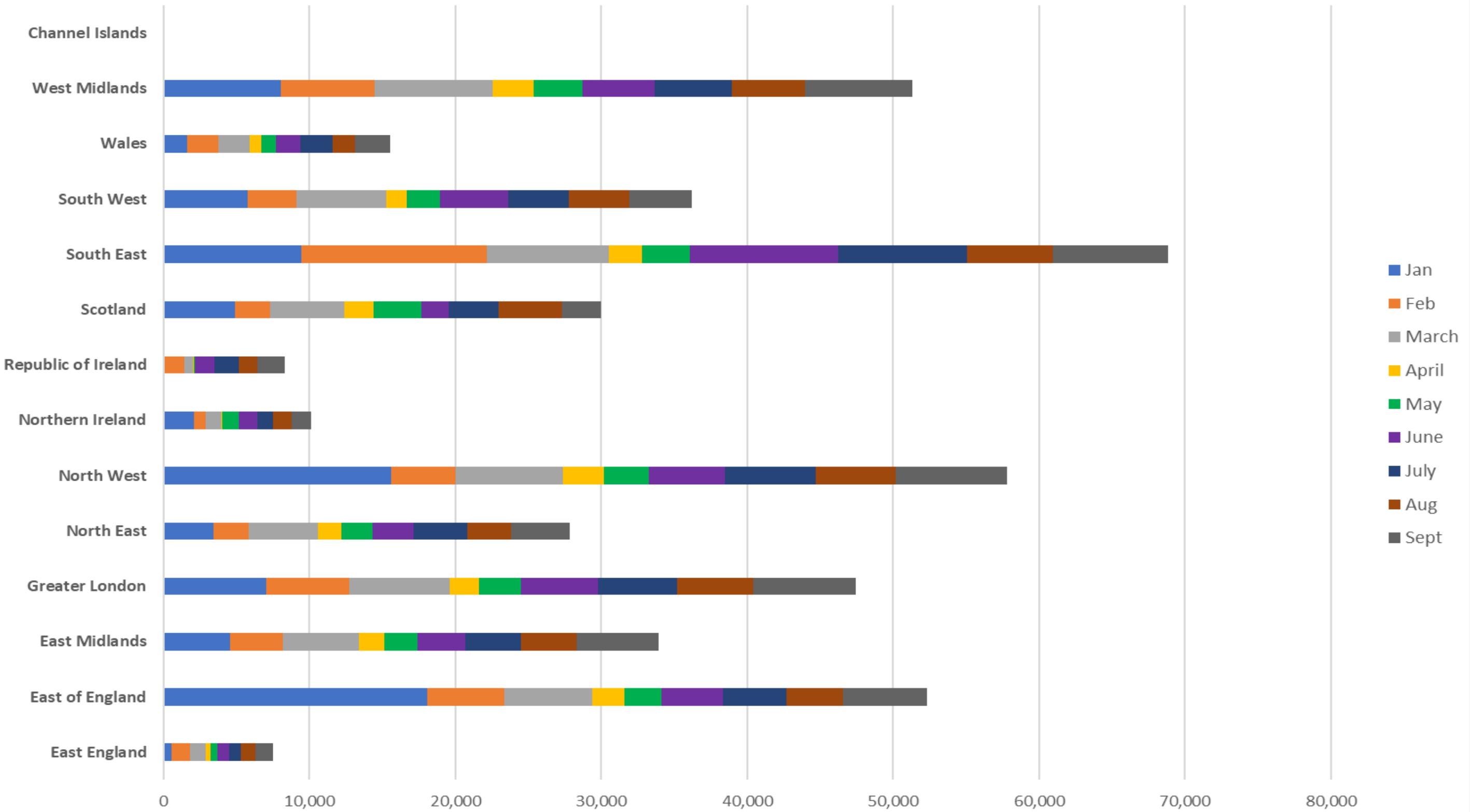


Combined

Unique
Transmissions



Regional Analysis



Claims Volume Analysis Month Ending Sept-20

Measurement against (Jan-20) exchanged peak;

*Unique Claims: 73%

Supply Chain Transmissions: 75%

Claim volumes exchanged up from previous month;

*Unique Claims: +22%

Supply Chain Transmissions: +18%

** A claim that is initiated and exchanged for the first time within the CAPS System “A Unique Claim”*



Thank You

Further contact requirements – kthompson@caps.co.uk



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