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June 11, 2009

Attention: c.a.r. shop VALET facilities

Provincial Centralized Express Hours of Operation effective June 15, 2009:

We recently created the Provincial Centralized Express Unit to handle approvals for all estimates, supplements, and ARIES supplements from our Express Repair partners province-wide. To help improve service, the Provincial Centralized Express Unit will now be open Saturdays.

Monday to Saturday from 7:30 a.m. to 5:00 p.m.

On Saturdays a small number of staff will monitor the 'duty phone,' be available to answer questions and, time permitting, complete specific approval requests.

Express Repair suppliers are required to align with the Provincial Centralized Express Unit's new hours for approval purposes - not the claim centre hours.

No change to 'Two-Hour Rule of Acceptance'

The addition of Saturdays does not change the 'Two-Hour Rule of Acceptance.' Valet participants are reminded that they must follow the 'Two-Hour Rule of Acceptance' outlined in the [Express Repair Program Guide](#) for claims that do not qualify as Earned Authority.

The following exception to the 'Two-Hour Rule of Acceptance' remains:

If an estimate or supplement that does not qualify as Earned Authority is prepared and submitted on a Saturday, Sunday, or after regular claim centre business hours, an Estimator II will review the estimate within two hours of the next claim centre business day.

For example:

An estimate or supplement that does not qualify as Earned Authority is submitted on Friday 4:30 p.m. It will not be considered 'accepted/approved' until 8:30 a.m. on the following Monday.