

# TEXAS

# AUTOMOTIVE™

The official publication of the Auto Body Association of Texas and the Houston Auto Body Association



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## The Best of Texas & Beyond In Your Own Backyard!

*Industry Gears Up for  
ABAT's Auto Body Trade Show*



## WHAT WILL YOU BE PRESENTING AT ABAT'S TRADE SHOW?

Dear Mr. McDorman:

I read in last month's issue of *Texas Automotive* that you will be presenting at the 2019 Texas Auto Body Trade Show next month. I follow your articles regularly and look forward to seeing you there. What can you tell me about the seminar you will be presenting at the Trade Show?

Thank you for your interest in my upcoming seminar. I am excited to have been invited again to be a presenter at the Texas Auto Body Trade Show. I always look forward to seeing my colleagues and attending the various education seminars. Each year, I learn new things and leave with many new ideas.

This year's topic for my seminar is, "How to Get Paid for Your Work: Receiving Proper Compensation for Proper Repairs." My session will show how to repair more vehicles and stop job losses resulting from actions by insurance carriers. We will identify and



Robert McDorman of Auto Claim Specialists will return to present at this year's Trade Show.

show how insurers are wrongly attempting to total vehicles that can be safely and economically restored to their pre-loss OEM condition. When your customer wants their car fixed, we can help to alter the entire path of the settlement process by correctly valuing the vehicle and defending total loss statutes. Identifying the true actual cash value of the vehicle is key in the repair process.

We will also go over the need to educate your clients on inherent diminished value and show how important this indemnification issue is for funding necessary OEM operations to perform a safe and proper repair. Educating your client as to their policy rights will assist you in being paid for needed operations. Always keep in mind that a safe repair is a quality repair, and quality equates to value. I will point out how to navigate around the insurance claim procedure and share techniques to help each collision facility repair more vehicles, increase their bottom lines and capture their customers for life. We will close with how each collision repair facility can increase customer satisfaction and capitalize on customer referrals with the use of these techniques.

Please call me should you have any questions relating to the upcoming Trade Show. I thank you for your questions and look forward to seeing you there and to addressing any follow-up questions that may arise.

Sincerely,  
Robert L. McDorman **TXA**



Robert is a recognized Public Insurance Adjuster and Certified Vehicle Value Expert specializing in motor vehicle-related insurance claim resolution. As the general manager of Auto Claim Specialists, Robert expertly leads this National Public Insurance Adjuster Agency, which is currently licensed in 11 different states and specializes in providing automotive-related claim liquidation techniques, strategies and motor vehicle valuation services to all parties, including individual consumers, body shops, auto dealers, repair facilities, towing and storage operations, lenders, finance companies, banks, legal professionals, governmental agencies and others. The firm's consistent success can be attributed to Robert's 35+ years of automotive industry knowledge, practical hands-on experience and multiple certifications, including licensure by the Texas Department of Insurance as a Public Insurance Adjuster. Auto Claim Specialists clients can absolutely trust that they will be provided with analytical, sophisticated, state-of-the-art, comprehensive, accurate, unbiased and up-to-date data and information that all parties can rely upon as both factual and objective. Robert can be reached at (800) 736-6816, (817) 756-5482 or [asktheexpert@autoclaimspecialists.com](mailto:asktheexpert@autoclaimspecialists.com).