NEW ROLLOUT APD MODEL CROSSWORD PUZZLE

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| **Across**  **2.** When should you try to identify total loss for re-segmentation?  **3.** If you are assigned a \_\_\_\_\_\_\_\_\_\_\_\_ total loss at FNOL by the call center, do not complete the first contact! Add the total loss assist to get the claim transferred.  **8.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is how the new APD rollout will be successful!  **10.** The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ adjuster will handle claims for comprehensive, collision, and liability for predicted and appraised total losses.  **12.** If there are 3 vehicles involved in a claim and 1 of them is a total loss, the total loss adjuster will handle the total loss and \_\_\_\_\_\_\_\_\_\_\_ vehicle exposures.  **13.** \_\_\_\_\_ will change the claim owner to a total loss representative after you add the assist.  **14.** If \_\_\_\_\_ predicts a total loss when you are completing the first contact, you should let the customer know their claim will be reassigned to total loss.  **15.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ outlines our core claim process and principles to satisfy regulations and achieve desired outcomes for all APD claims | **Down**  **1.**  When investigating liability it is important to identify \_\_\_\_\_\_\_\_\_\_, rules of the road, duties, and breaches.  **4.** If the vehicle is deemed a total loss after an \_\_\_\_\_\_\_\_\_\_, once the claim is transferred the total loss adjuster will set Copart and move the vehicle.  **5.** With the new APD rollout, the inside auto adjuster will maintain \_\_\_\_\_\_\_\_\_\_\_\_ during the recovery process.  **6.** When a total loss evaluation has been received in the file, what is the 3x3 you add as a “Total Loss Assist?”  **7.** Where can you check for continuous updates and find resources for the new APD Rollout?  **9.** When you add the total loss assist, make sure to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ the file with any liability decisions, statements, or important information the total loss adjuster may need to know.  **11.**  The claim file should \_\_\_\_\_\_\_\_\_ |