

A blue sedan is shown from a rear three-quarter view, elevated on a red hydraulic lift in a well-lit garage. The car's rear wheel is missing, and the rear door is slightly ajar. The background shows the ceiling of the garage with various pipes and lights.

# Streamlining EV Claims with Precision and Expertise

## **Background:**

The rise of electric vehicles (EVs) presents unique challenges in insurance claims, necessitating a departure from traditional appraisal methods. DEKRA's partnerships with EV OEM carriers aim to refine the claims process, ensuring efficiency and accuracy tailored to the specifics of EV technology.

## Challenge:

The intricacies of EV technology demand a nuanced approach to damage assessment and repair estimates. Discrepancies in repair estimates and the intricacies of EV part pricing requires a solution that can seamlessly navigate these challenges, ensuring fair and accurate claims processing.

## Solution:

DEKRA has adopted a comprehensive approach, focusing on specialized desk reviews to expedite the claims process. By enhancing its technological infrastructure and fostering a deep understanding of EV OEM Insurance Carriers repair protocols, DEKRA has ensured that its appraisals are both precise and aligned with EV-specific requirements.

The negotiation process with repair shops was refined to adhere to the specific EV OEM Insurance Carrier standards and industry standards, promoting efficiency and improving your overall claim severity.

## Outcomes:

**Enhanced Accuracy:** Specialized training and focus on EV-specific appraisals led to a marked improvement in the accuracy of repair estimates.

**Efficiency Gains:** The streamlined process enabled quicker claim resolutions, significantly enhancing customer satisfaction for EV car owners.

**Cost Reduction:** Through informed negotiations and a deep understanding of EV repairs, DEKRA helped achieve notable cost savings.

**Educational Impact:** The initiative to educate all stakeholders about EV repairs has elevated service quality, benefiting the broader ecosystem.



## Learn More

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