



Offset Rising Total Losses by Shortening and Simplifying the Process

LexisNexis® VINsights® streamlines data collection for insurance carriers throughout the total loss claims management process.

Current Snapshot of the Total Loss Landscape

The percentage of collision events deemed a total loss is on the rise.



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27%

of all auto collision events
in 2022 were total losses¹



9%

rise in percentage of vehicles deemed
an auto total loss from 2017 to 2022¹

Total losses are rising due to:

- Increasing constructive total loss decisioning
- Parts cost
- Parts availability
- Length of repair times

When it comes to auto total losses, many
factors that affect this process are outside of your hands.



HOW CAN YOU GAIN SOME CONTROL?

1. LexisNexis® Risk Solutions internal data, 2022

The Answer is Data

We developed an auto total loss solution, LexisNexis® VINsights®, to remove the complexities in the total loss process and shorten and simplify cycle time.

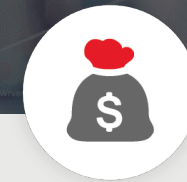
LexisNexis® VINsights® data provides unique value to carriers and includes three components:



**TITLED OWNER, LIENHOLDER
INFORMATION AND VEHICLE DETAILS**



**STATE TAXES
AND FEES**



**LIENHOLDER
PAYOFF DETAILS**

Join us on a journey of the traditional auto total loss process.

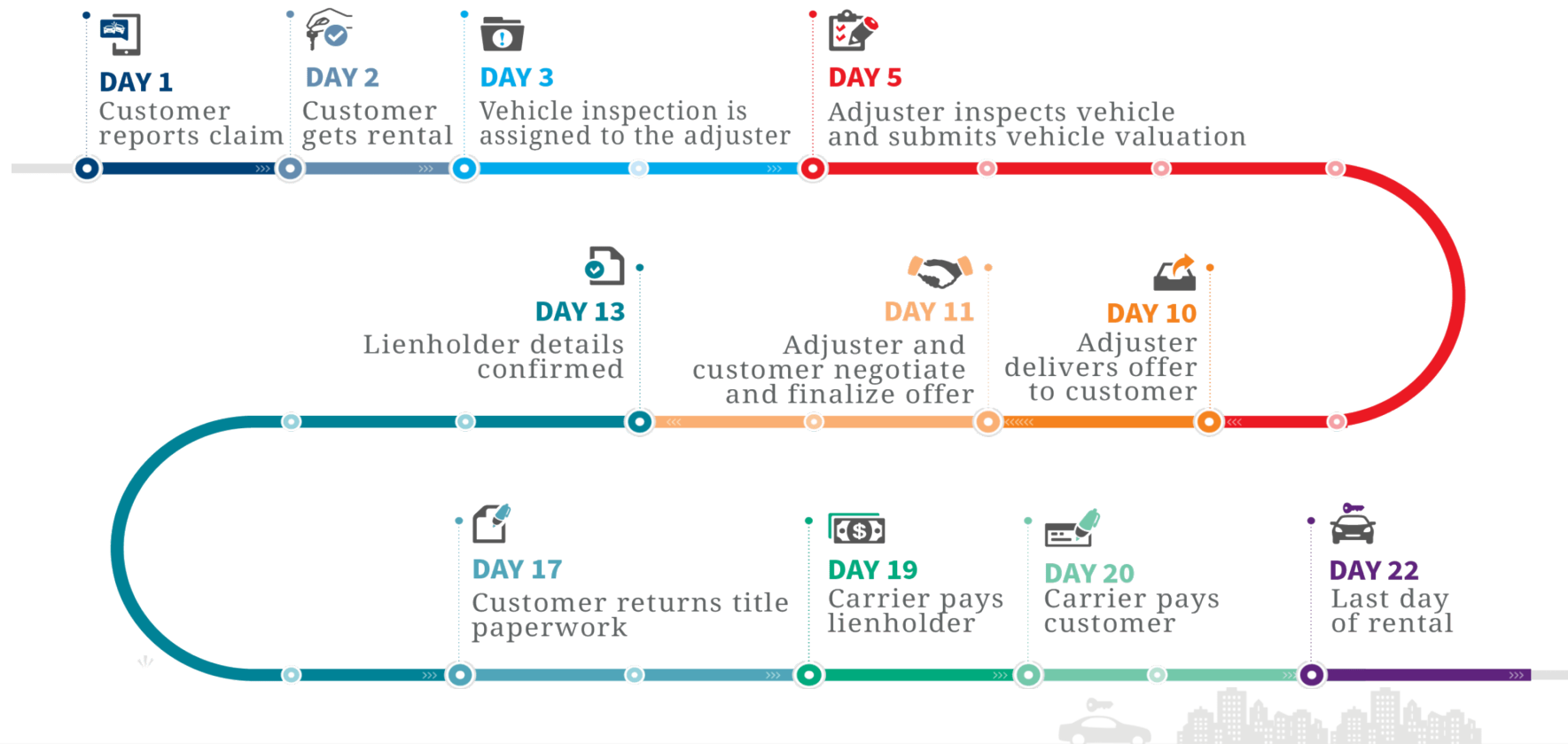
See where — and how — our data can speed this process for a smoother claims experience and happier claims customers.



READY TO GET STARTED?

Average Total Loss Process

Today's average total loss process can last between 19–22 days and is wrought with inefficiencies.



Critical details available via VINsights®

Adjusters can more easily and quickly obtain titled owner information, lienholder details and vehicle details, while receiving state taxes and fees information.





DAY 5

× DAY 6

× DAY 7

× DAY 8

× DAY 9



DAY 5

Adjuster inspects vehicle and submits vehicle valuation

Obtaining the titled owner, lienholder information and vehicle details is the first step. We help carriers access this information at the start of the claim, when insurers are in the process of declaring it a total loss. By knowing this information up front, carriers can eliminate unnecessary back and forth between adjusters and customers that can cost time and customer satisfaction.



>> [Watch this short video](#) on how VINsights helps improve customer claims satisfaction for total losses.



DAY 5

× DAY 6

× DAY 7

× DAY 8

× DAY 9



DAY 5

Adjuster inspects vehicle and submits vehicle valuation

When stakes are high, adjusters can process total losses faster by leveraging vehicle details.

- Customers may not remember how their title was signed. Adjusters can provide this service to them and get it right the first time to keep the claim moving.
- When an adjuster visits a tow yard knowing he or she is looking for a blue car, that saves time and helps the adjuster locate the right vehicle.
- If a vehicle is unable to start because of damage, obtaining the odometer reading may be difficult — if not impossible. VINsights vehicle details can retrieve the last known odometer reading so adjusters have that data.



DAY 5

× **DAY 6**

× **DAY 7**

× **DAY 8**

× **DAY 9**

DAY 5

Adjuster inspects vehicle and submits vehicle valuation

Granularity and the accurate calculation of state taxes and fees data is crucial.

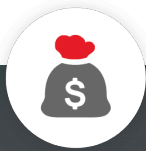
The ability to accurately calculate state taxes and fees data can collapse the total loss process even further.

We can help streamline the data collection process, identify and fill in missing state taxes and fee information and deliver data down to the city and county level.

Lienholder Payoff Details

Obtain lienholder payoff data through a single connection, which can result in quicker payments and expedited lien and title release.





DAY 13



DAY 14



DAY 15



DAY 16

DAY 13

Lienholder details confirmed

LexisNexis VINsights optimizes the lienholder payoff process.

Traditionally, this process can take two to three days. Adjusters spend time placing calls between the bank and the titled owner to understand the necessary information, and the process grinds to a halt.

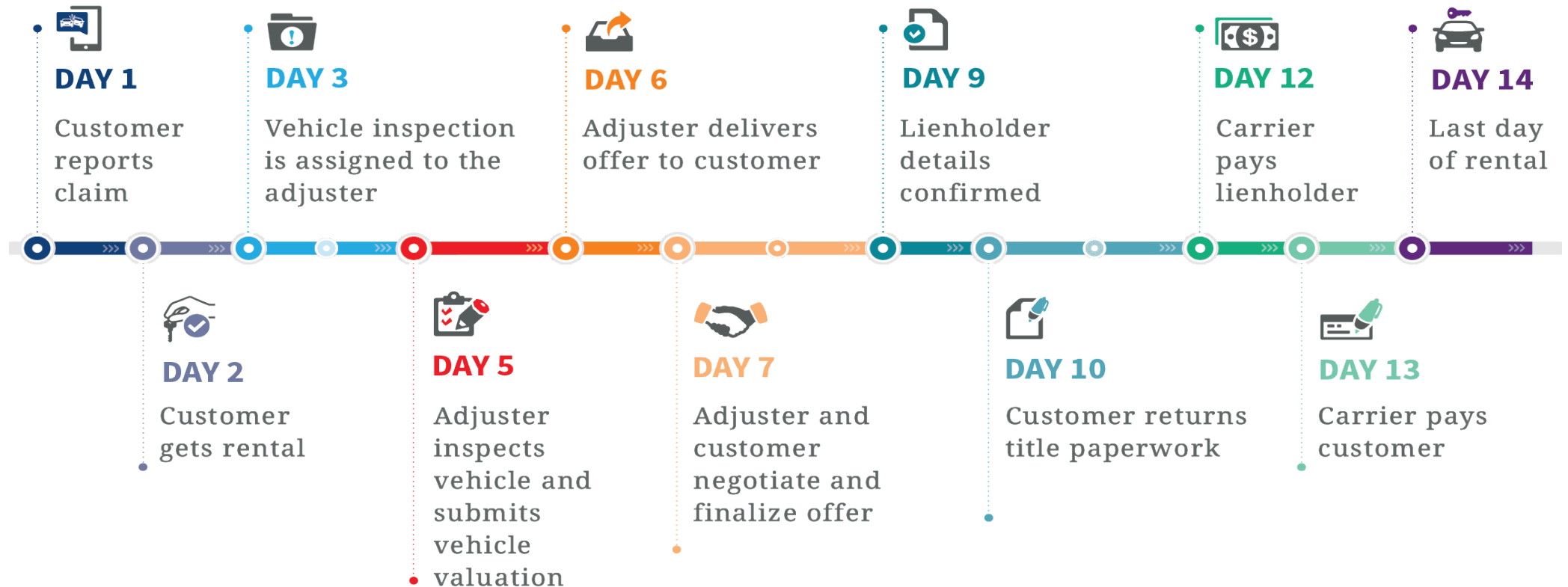
Adjusters can now connect with lienholders for quicker payments and expedited lien and title release and gain easier access to payoff amounts, payment remittance information and guarantee of title.

LexisNexis Risk Solutions can deliver faster access to lienholder payoff details by leveraging direct connections to financial institutions.

Simplified Total Loss Process

LexisNexis® VINsights data addresses different steps within the total loss process and helps reduce the time spent on each step. With the data delivered through VINsights, we estimate carriers can **save an average of 7-10 days off the total loss process.**

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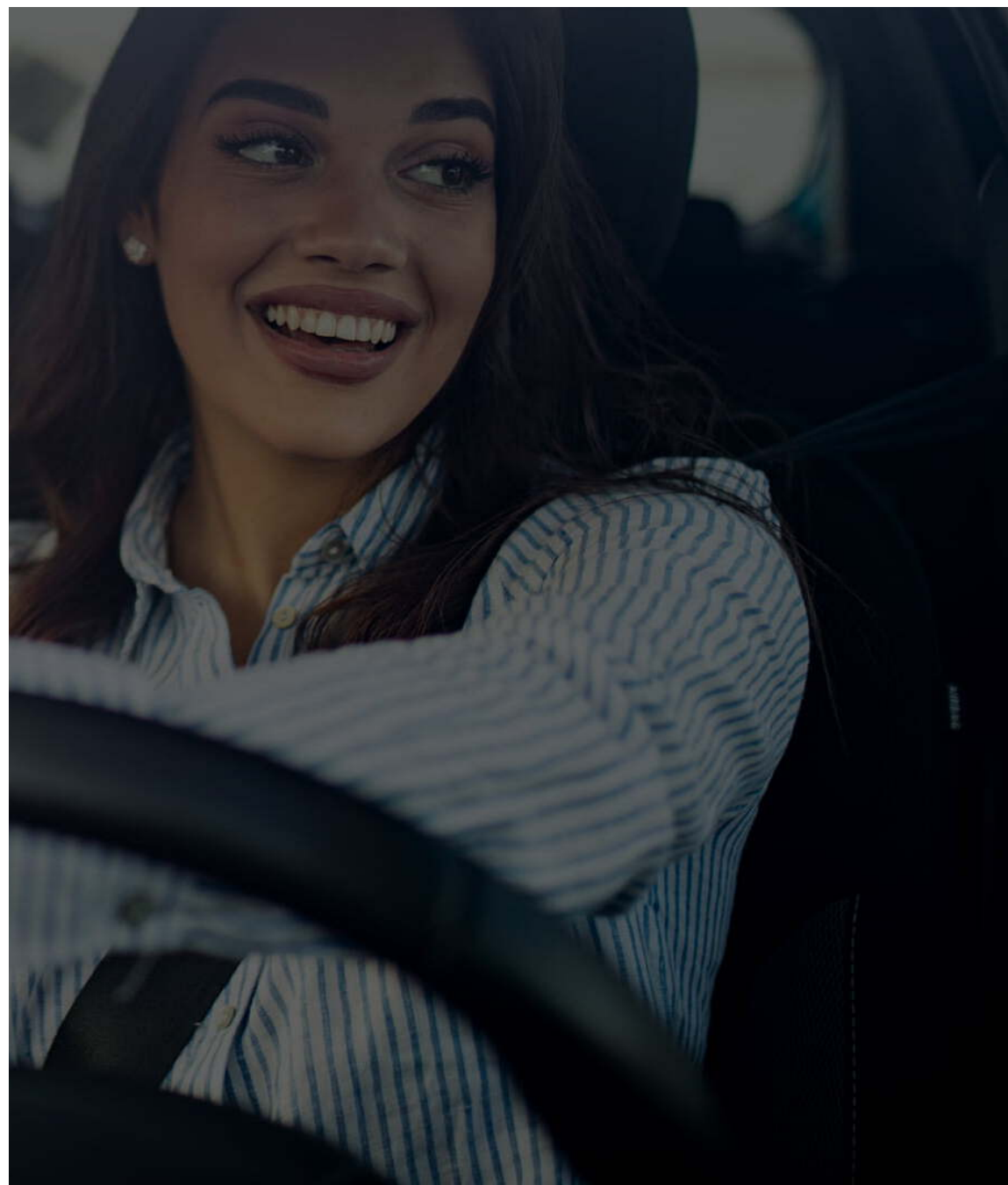
About LexisNexis® Risk Solutions



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LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

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