

Pre-CAT Alignment Checklist

Use this before the first hail car arrives.

Pricing & Authority

- Confirm CAT labor assumptions
- Identify non-negotiables vs. flex points
- Define adjuster approval limits
- Document escalation triggers

Scheduling & Capacity

- Set intake caps
- Align realistic cycle-time ranges
- Confirm rental flexibility
- Identify overflow contingency plans

Supplements & Exceptions

- Establish supplement review timelines
- Define exception criteria
- Identify escalation contacts

Communication

- Standardize customer messaging
- Align carrier-facing explanations
- Establish update cadence

Dispute Resolution

- Assign internal decision-maker
- Set response-time standards
- Keep disputes operational, not personal