

CAPS “The Common Automotive Platform Standard”

Claims Analysis Report
Month Ending June-20



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Claim Definition (CAPS Analysis)

Unique Claims

A claim that is initiated and exchanged for the first time within the CAPS System “The primary count”

Supply Chain Transmissions

The Unique Claim plus any additional transmission on the same exchanged claim, e.g. notification to a parts Vendor

CAPS Operations

Daily activities performed by the CAPS platform facilitating the exchange process – x1m per day

Information enclosed is CAPS data exchanged across the platform, which may be similar to claim trend data throughout the UK



CAPS “Monthly” exchange synopsis

The CAPS monthly exchange analysis report is measured as a % of claims against Jan-20 CAPS volumes.

Analysis shows the trend of claims exchanged within the CAPS platform during COVID-19 Lockdown up to the current point of recovery.

The previously reported weekly claims analysis identified unusual behaviour which is now normalised by the monthly view.

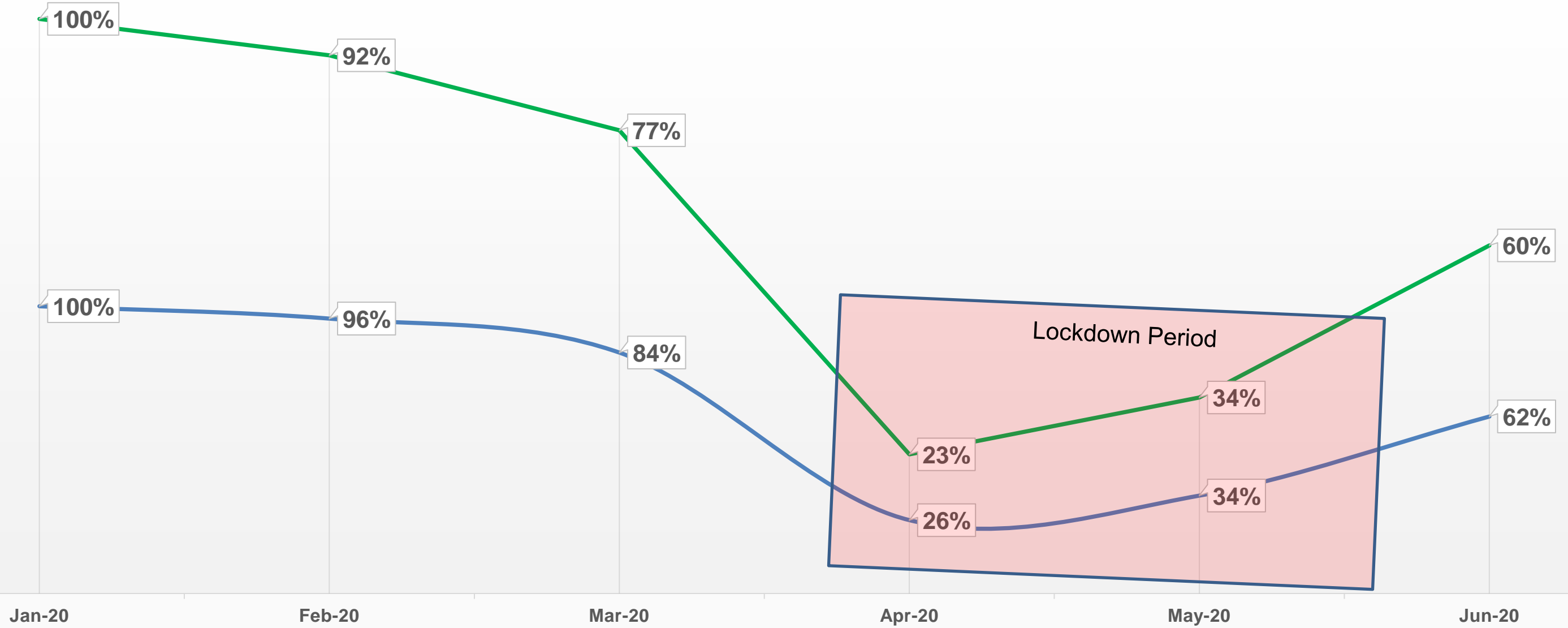
As a reminder, some of the factors causing the weekly fluctuations were;

- Increased number of bodyshops opening their operation
- Consumers booking drivable cases in for repair
- General growth in CAPS usage
- Increased use of CAPS to exchange claims into WIP

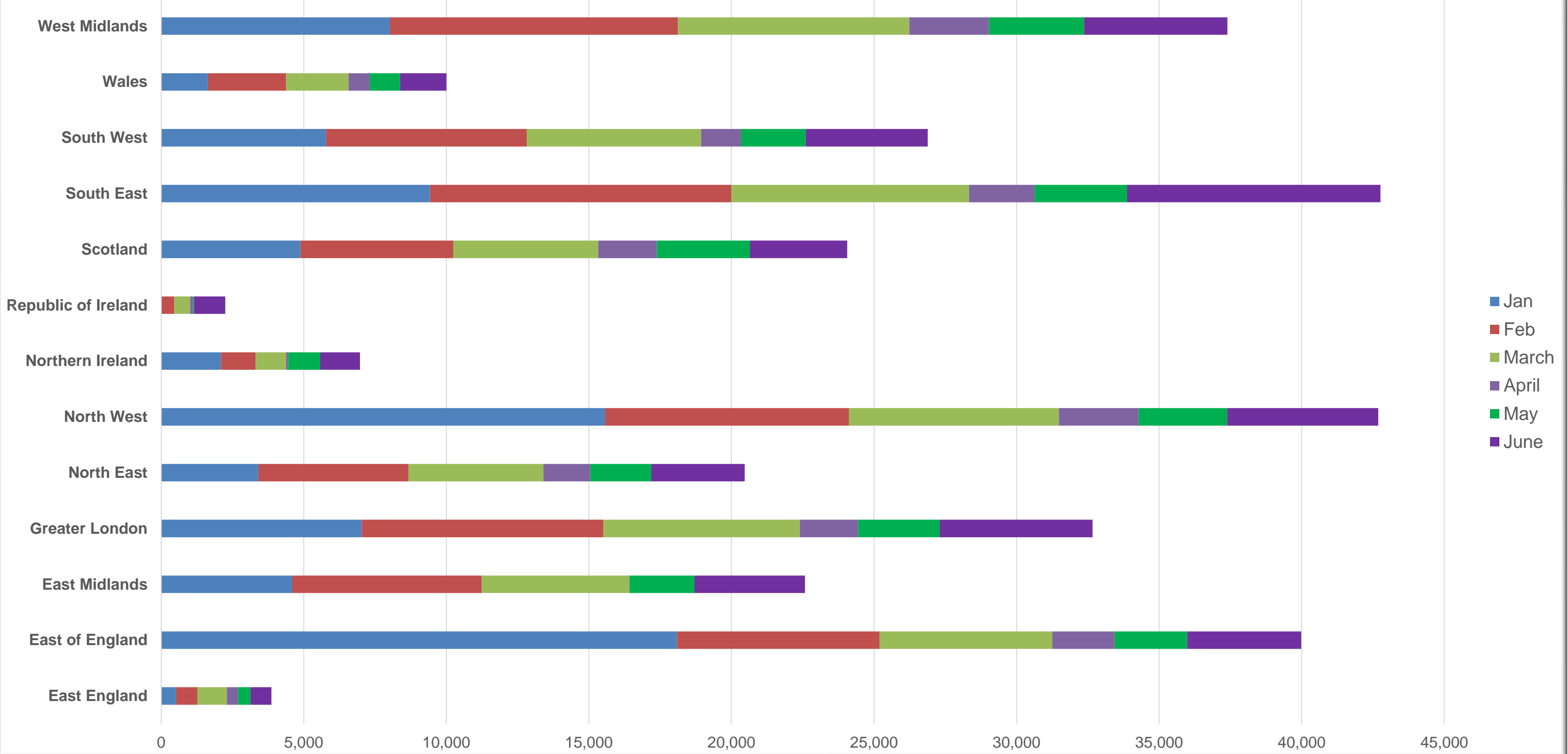


Combined

Unique — Transmissions



Regional volume Analysis



Claims Volume Analysis Month Ending June-20

Measurement against (Jan-20) exchanged peak;

*Unique Claims: 60%

Supply Chain Transmissions: 62%

Claim volumes exchanged up by previous month;

*Unique Claims: +20,620

Supply Chain Transmissions: +54,937

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Thank You

Further contact requirements – kthompson@caps.co.uk



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