



CAPS “The Common Automotive Platform Standard”

Claims Analysis Report
Wk. Ending 01/05/2021



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

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



CAPS “Weekly” exchange synopsis

This new weekly report will show claim volume trends from;

1. Volumes during LD 3.0 measured against the Nov-20 Peak
2. Current volumes measured against “Pre Pandemic” Peak Feb-20

Whilst the easing of the lockdowns have been staggered throughout the 4 UK regions, the timescale documented reflects the England region.

The measurement has been calculated using normalised data, i.e. using the same number of bodyshops and services connected to CAPS throughout the analysis period.

Some of the factors reported to be causing fluctuations are;

Claims reported during the recent bank holidays now being exchanged

CAPS Measures claims exchanged and not necessarily the frequency of “New Claims”

Increased levels of peak time traffic reported via external sources

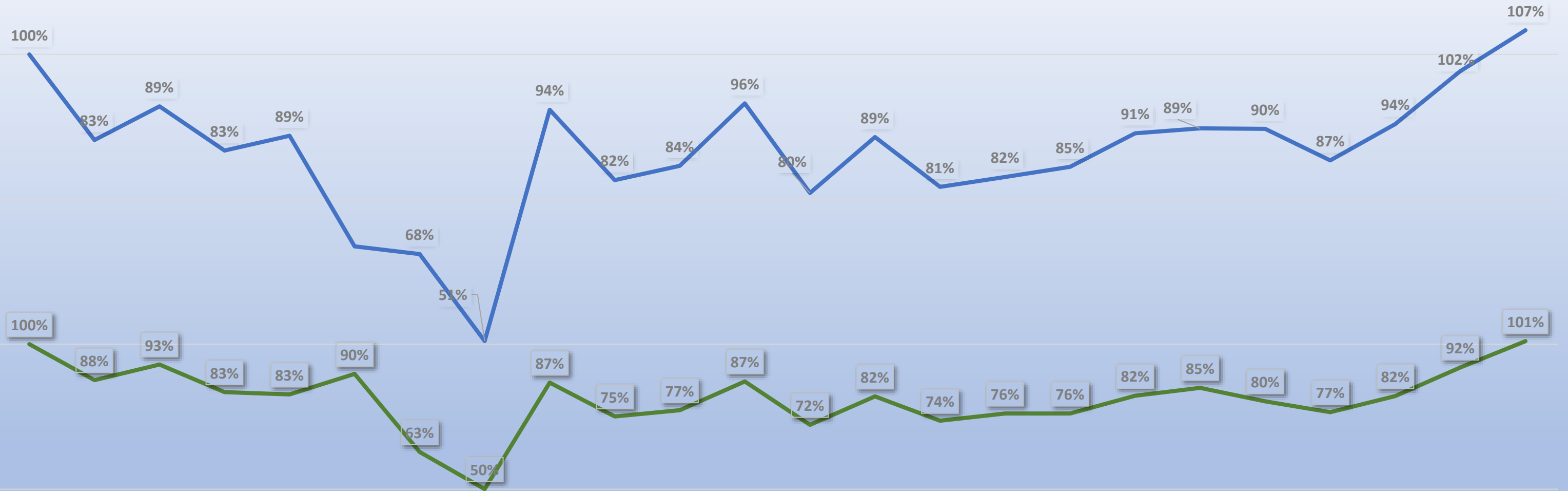
UK Regions easing out of lockdown at different rates

Regional Measurement analysis using the UK Postcode regional database by identifying each Bodyshop location exchanging data.



Measured against Nov-20 Peak

Unique Transmissions



Lockdown Period 2.0

Lockdown Period 3.0

Wk end 07/11/20 Wk end 14/11/20 Wk end 21/11/20 Wk end 28/11/20 Wk end 05/12/20 Wk end 19/12/20 Wk end 26/12/20 Wk end 02/01/21 Wk end 09/01/21 Wk end 16/01/21 Wk end 23/01/21 Wk end 30/01/21 Wk end 06/02/21 Wk end 13/02/21 Wk end 20/02/21 Wk end 27/02/21 Wk end 06/03/21 Wk end 13/03/21 Wk end 20/03/21 Wk end 27/03/21 Wk end 10/04/21 Wk end 17/04/21 Wk end 24/04/21 Wk end 01/05/21



Claims Volume Analysis Week Ending 01/05/21

Measurement against (Wk. End 07/11/20) exchanged peak;

*Unique Claims: 101%

Supply Chain Transmissions: 107%

Claim volumes exchanged from previous week +/-

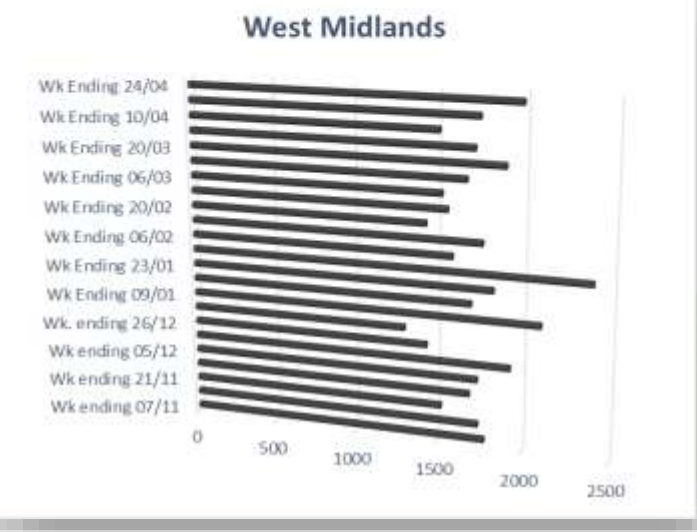
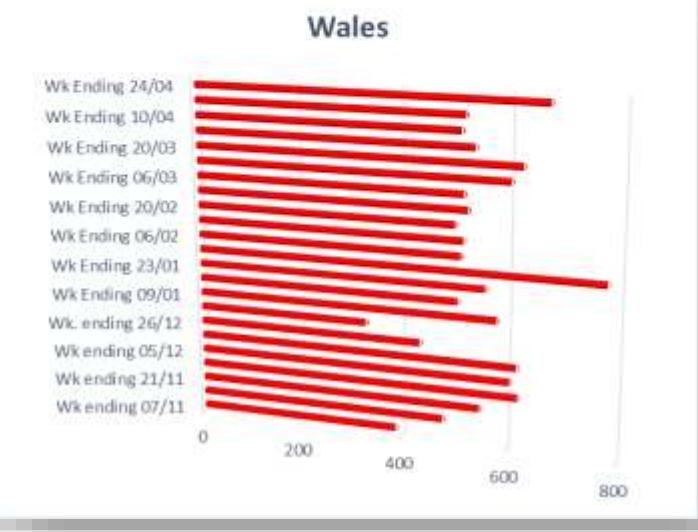
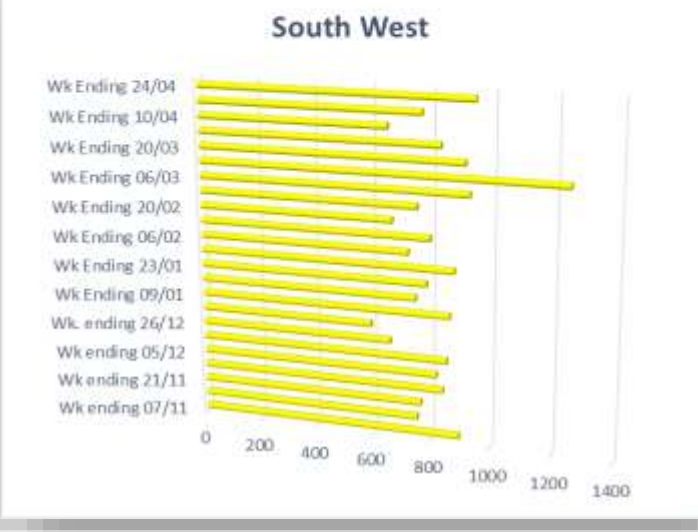
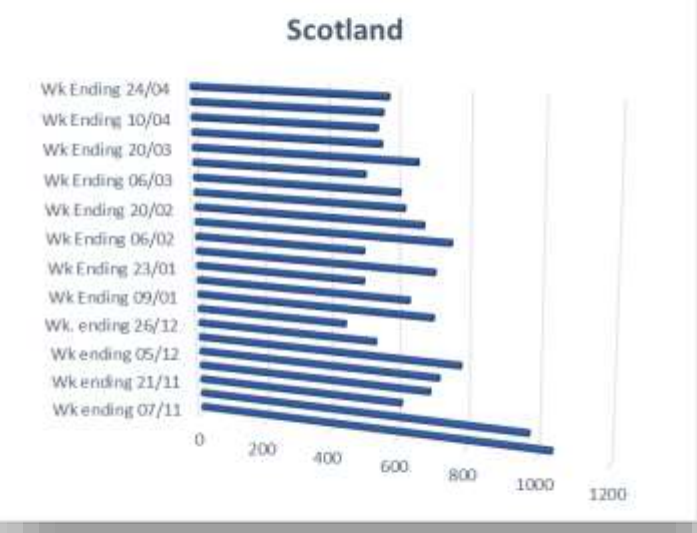
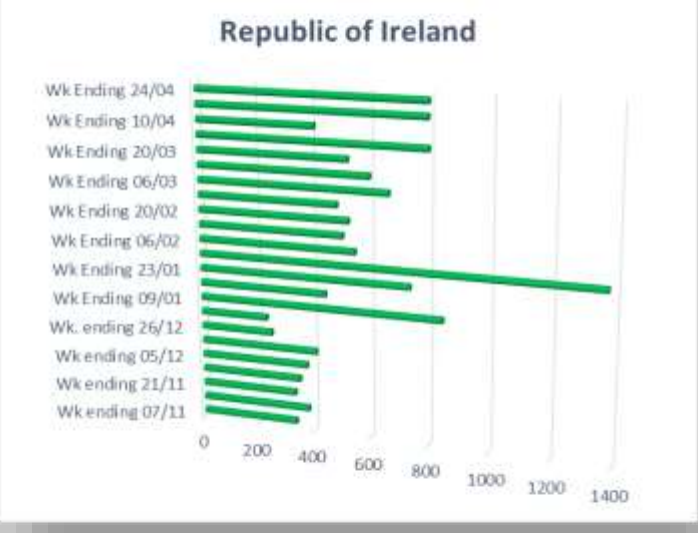
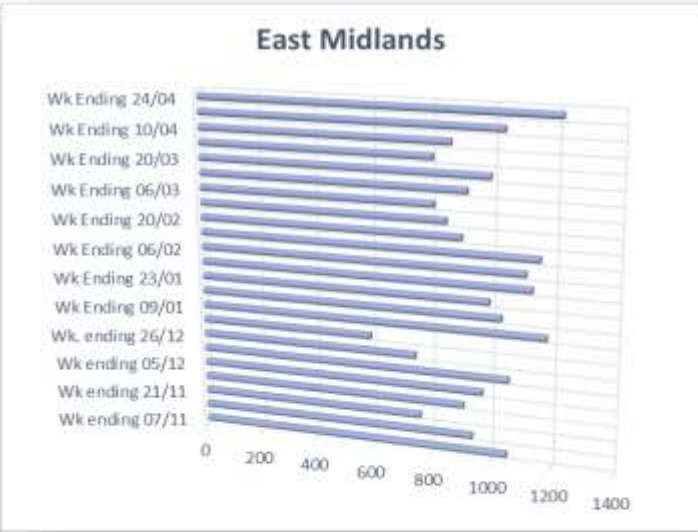
*Unique Claims: +9%

Supply Chain Transmissions: +5%

** A claim that is initiated and exchanged for the first time within the CAPS System “A Unique Claim”*



Regional (Unique) Claims Exchange Analysis



Claims Volume Analysis Week Ending 01/05/21

Measurement against (Wk. End 14/02/20) exchanged peak;

*Unique Claims: Transmissions: 66%

*Supply Chain Transmissions: 100%

Claim volumes exchanged from previous week +/-

*Unique Claims: +6%

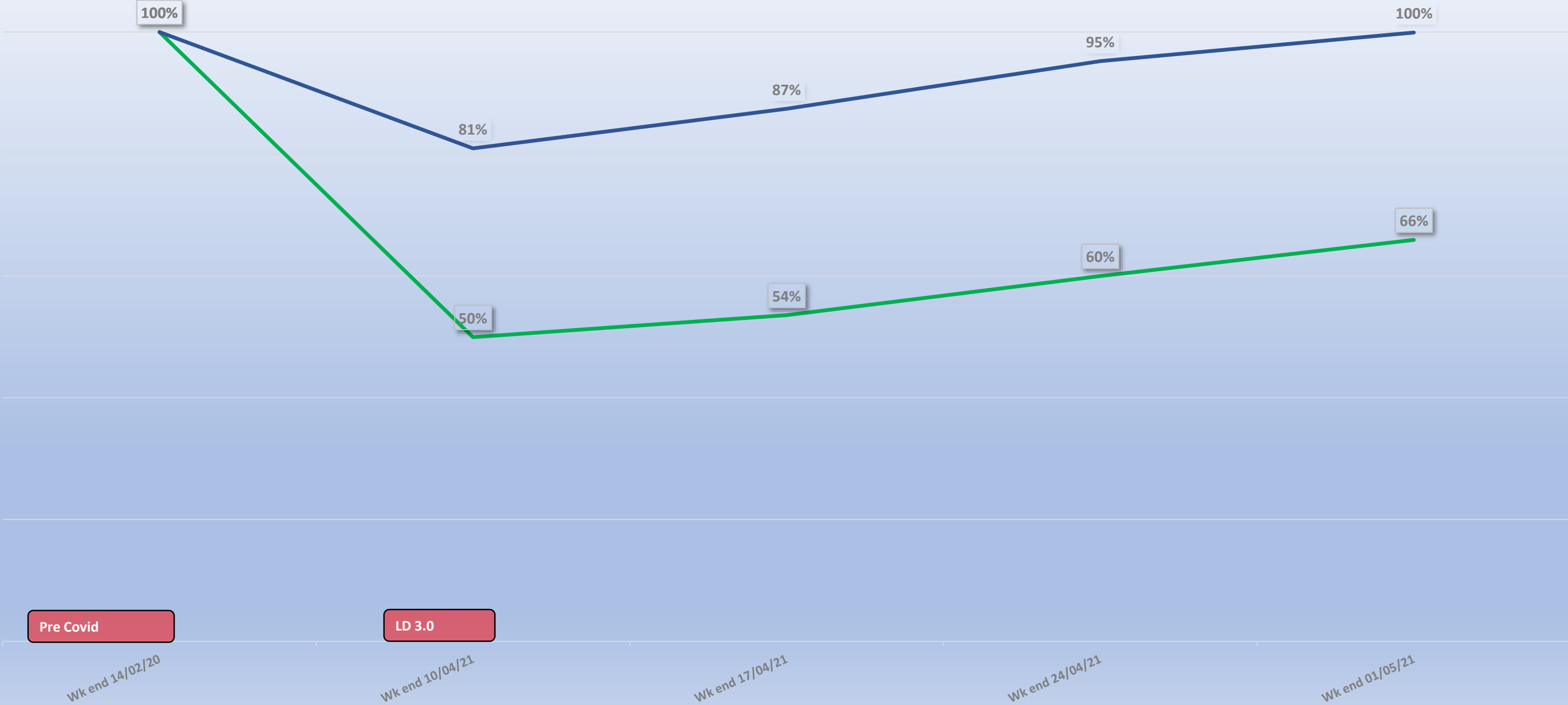
Supply Chain Transmissions: +5%

** Normalised Data - Data Exchanged using the same number of shops and services measuring “apples with apples”*



Measured against Pre Pandemic Peak

Unique Transmissions



Pre Covid

LD 3.0



Thank You

Further contact requirements – kthompson@caps.co.uk



www.caps.co.uk

