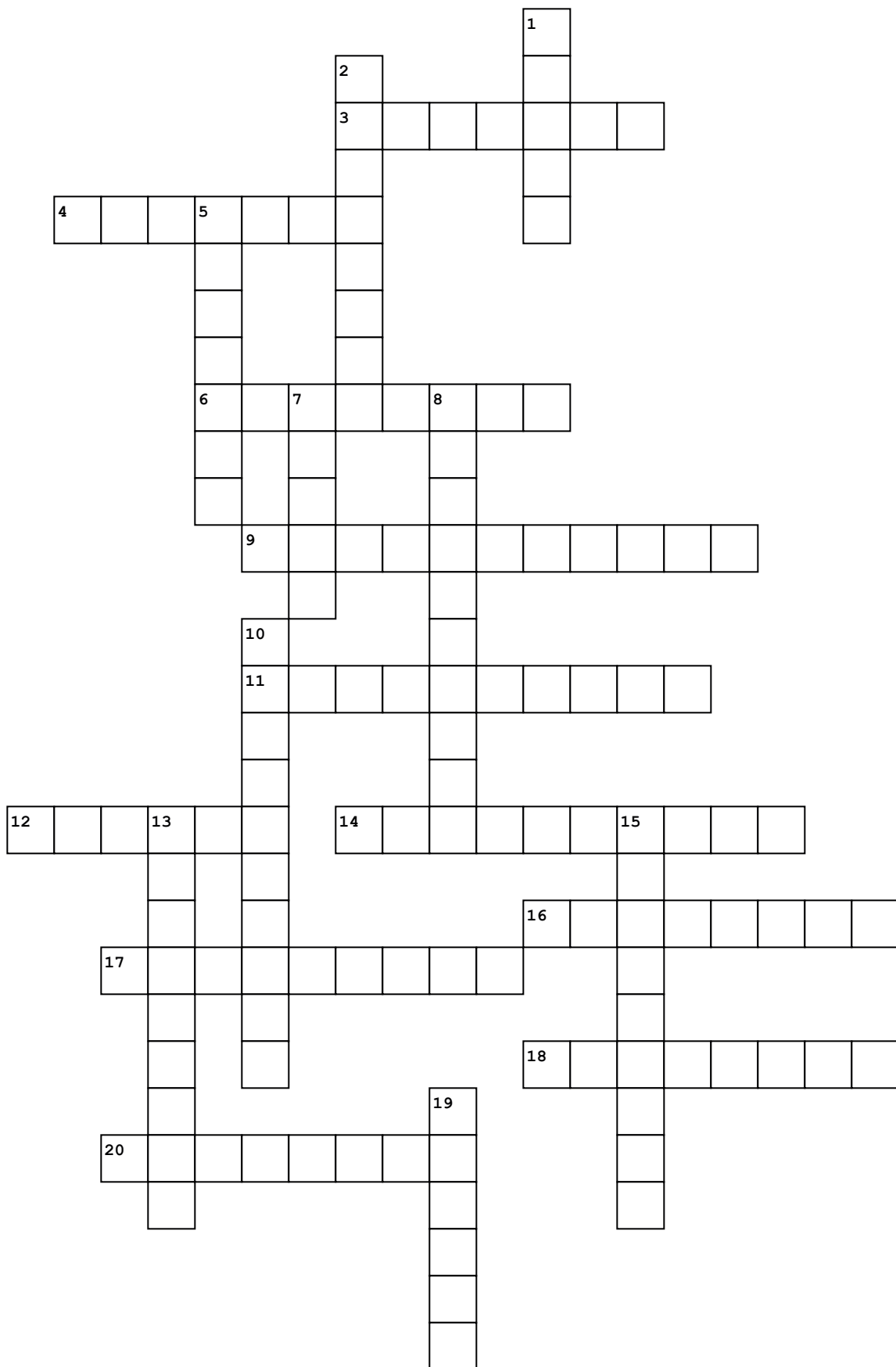


Total Loss Crossword



Across

- 3. 1st party customer
- 4. When a totaled vehicle is sold at auction
- 6. Customer chose these on their policy
- 9. Pursuing the at fault party for reimbursement
- 11. Description of value of vehicle
- 12. Vehicle provided while current vehicle out of service
- 14. Additional party listed on title if loan present
- 16. 3rd party customer
- 17. Settlement documents
- 18. Claim task set by a specific date
- 20. Description of damages

Down

- 1. Rental vendor
- 2. Claim task used for communicating within the claim
- 5. Another name for car
- 7. Amount of the vehicle
- 8. Company that provides vehicle evaluations
- 10. Proceed with _____ once customer agrees with value
- 13. Department that handles totaled vehicles
- 15. Decision on who is at fault
- 19. Companies we use for assistance