



Accident Management

>> and Repair Industry

Trends

Q2 2022



Accident Management Trends



01

Claim volumes are **returning to pre-pandemic numbers**

02

In 2021, **claim volumes increased** by 10%, after decreasing 20% in 2020

03

Average collision repair costs increased by approximately 8% YOY in 2021 - largest YOY increase in 10+ years

04

As **remote work options continue**, roads are less congested and people are traveling at higher rates of speed, creating **more severe losses**

05

New vehicle shortage continues meaning **more vehicle repairs**

Repair costs and trends



Prices of parts have increased by 8% as raw materials and shipping costs have increased along with higher labor for manufacturing

1

As safety systems in vehicles become more advanced, more parts, labor hours, recalibration costs, and charges are involved

2

In Q4 2021, the average national scheduling time at shops was 3.4 weeks compared to 1.7 weeks in Q4 pre-pandemic

3

4

Securing collision repair parts is taking on average approximately 15-30 days longer than pre-pandemic

5

Technician shortage is an ongoing issue in the industry that has only increased during the pandemic

6

EV repairs remain a small percentage – 0.6% of written estimates in 2021 were on EVs

The logo features a stylized, abstract shape composed of four overlapping, rounded, teardrop-like forms. The top two forms are a vibrant red, while the bottom two are a bright yellow. The entire graphic is set against a solid, warm orange background. The text 'LeasePlan' is centered horizontally and vertically within the graphic, rendered in a clean, white, sans-serif font.

LeasePlan