

Auto Service Shop Stewardship Report Playbook



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Table of Contents

- I. **Client Information..... 1**
- II. **Industry Trends..... 1**
- III. **Loss History 2**
- IV. **Risk Profile Assessment 2**
- V. **Risk Improvement Recommendations 3**
- VI. **Coverage Review 4**
- VII. **Market Strategy for Renewal..... 4**
- VIII. **Renewal Proposal 4**
- IX. **Timeline 5**
- X. **Service Plan..... 5**
- Auto Service Shop Renewal Risk Assessment 6**
 - Client Information..... 6
 - Business Operations..... 6
 - Risk Management..... 7
 - Insurance Coverage..... 7
 - Service Experience..... 8

Auto Service Shop Stewardship Report Playbook



I. Client Information

1. Client Name:	
2. Contact:	
3. Contact Number:	
4. Email:	
5. Business Description:	
6. Current Policies:	

II. Industry Trends

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III. Loss History

IV. Risk Profile Assessment

Operational Risks:

Property Risks:

Liability Risks:



Cyber Risks:

V. Risk Improvement Recommendations

Safety Protocols:

Property Safety:

Continued Education:

Cyber Security:



VI. Coverage Review

VII. Market Strategy for Renewal

VIII. Renewal Proposal

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IX. Timeline

Carrier submissions:	
Carrier quotations:	
Proposal to client:	
Finalize renewal:	

X. Service Plan



Auto Service Shop Renewal Risk Assessment:

1. Client Information:

1. Have there been any changes in the services you offer (e.g., now servicing electric cars)?
2. Have you added, replaced, or removed any major equipment or machinery?
3. Did you expand or renovate your shop space this year?
4. Are you planning on introducing any new services in the next year (e.g., detailing, tire services)?
5. Did you participate in any industry certifications or training programs recently?

2. Business Operations:

1. Are you looking to expand your team of mechanics or staff?
2. Did you update any of your digital diagnostic tools or software systems?
3. Have there been any changes in your parts suppliers or procurement methods?
4. Do you provide any loaner vehicles for customers? If so, have there been any accidents or issues?

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5. Are there any promotional events, like free check-ups or community outreach programs, planned for the next year?

3. Risk Management:

1. Were there any injuries, accidents, or near misses reported within the shop?
2. How often do you conduct safety drills or machinery checks?
3. Have there been any customer complaints related to service quality or vehicle handling?
4. How do you dispose of or manage hazardous waste or materials?
5. Are there specific protocols in place for servicing hybrid or electric vehicles?

4. Insurance Coverage:

1. After the incidents of vehicle damage, do you feel the Garagekeepers Coverage is sufficient?
2. Have there been any situations where you felt underinsured?

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3. Given the increased digitalization, are you considering Cyber Liability Insurance?
4. Do you have adequate Workers' Comp, considering the nature of potential injuries in a shop?
5. Have you considered Business Interruption coverage, should the shop need to close temporarily due to unforeseen incidents?

5. Service Experience:

1. How has your experience been with our services over the past year?
2. Were there any concerns or suggestions you wanted to address?
3. How can we better support your business's growth and risk management needs in the coming year?
4. Are there any specific industry trends or challenges you'd like more information on?