

**Performance Standards for the Handling and Payment of
Commercial Claims by Servicing Carriers**

Summary of Approved Changes

September 4, 2014

Commercial Performance Standards

I. Auto Physical Damage & Property Damage Liability Claims

A. Auto Body Payments

4. Labor Rates and Times

- The phrase 'to control labor costs and' was removed from a.
- Components of b and c were combined and added to a.