

Global Repair Group

Assistive Device Specialists

**UAIA Conference
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San Francisco, CA**



GRG
GLOBAL REPAIR GROUP

Global Repair Group

- Assistive device service provider for over 25 airlines
- Handled 12,000 claims last 12 months and nearly 60,000 since inception
- Assisted passengers in over 21 countries
- Network of over 3,500 technicians
- Over 500 manufacturer relationships
- 24 x 7 Operations



Best Practices

- Damage Trends
- Fraud
- Reporting
- Pricing



Damage Trends

- Majority of damage occurs on manual wheelchairs and rollators
- Majority of cost occurs on high end rehab equipment
- Training to prevent damage
- Independent assessments



Fraud

- Manufacturer fraud
- Technician fraud
- Passenger fraud



Reporting

- Monthly reports
- Type of damage
- Cost of damage
- Customer satisfaction



Pricing

- Standardized pricing
- Manufacturer direct ordering
- Quotes
- Itemized Invoices



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