

# Claims Education



INTERNATIONAL INSURANCE INSTITUTE

emagazine

## TRAINING || TALK

In this issue we feature a story highlighting Copart, a global leader in online vehicle auctions, and a premier destination for the resale and remarketing of vehicles. You can also read about some of the highlights from the 2018 Claims Education Conference held in New Orleans, LA in May.

This issue welcomes quite a few new customers, especially on the international level. See if there is anyone you know in the News Briefs section.

Our Feature Course section provides information on our latest addition to our highlighted workshops, *Real-Life Time Management for the Insurance Professional* full day course. We are also looking forward to the session that will be presented by our friends at Copart, *Demystifying the Catch Phrases of AI, Machine Learning and Deep Learning* at the 2019 Claims Education Conference.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at [karla@insuranceinstitute.com](mailto:karla@insuranceinstitute.com) for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



**Carl Van**  
President and CEO  
International  
Insurance Institute

## FEATURE || STORY

# COPART

*Making a Positive Impact  
since 1982*

A lot of cool things happened in 1982. Disney opened the EPCOT theme park, Michael Jackson released “Thriller,” and, amid a severe recession, the first location of Copart opened in Vallejo, California. Copart, Inc. began as a single salvage yard and, over the last 36 years, has become the global leader in online vehicle auctions, as well as a premier destination for the resale and remarketing of vehicles. Copart currently operates more than 200 locations in 11 countries and has over 125,000 vehicles up for auction every day. This growth benefits both buyers and sellers. Vinnie Mitz, President of Copart agrees, “A growing global presence is a win for both our sellers and buyers. For our sellers, it improves cycle time and reduces costs. For our buyers, it increases access to a greater volume and variety of vehicles.”

Copart has a lot of “firsts” under their belt. After going nationwide in 1995 and launching [copart.com](http://copart.com) in 1996, they were the first vehicle auction company to accept proxy bids for online bidding, first to put images online, and the first to launch a hybrid auction model. In 2003, they were the first to launch a complete online auction model, and ten years later, they were the first in the industry to launch an iPad app.

Many different industries are served by Copart including insurance agencies, rental car companies and financial institutions. Insurance vehicles are their most commonly sold units and Copart has designed programs for agencies to cut cycle time, reduce reporting errors and increase returns. They also sell thousands of rental cars each year coming off of lease to buyers worldwide. In addition to the insurance and dealer market, Copart also works with municipalities, fleet sellers and