



Collision Information and Industry Assistance (www.cia.com) has only one goal-to care for your shop and provide help for you. A shop that needs help will always get help.

You have used our products and services before but perhaps not seen our name.

We are a non-profit organization that is committed to making our member shops the best they can be-whether your goal is **customer service** (using our manuals, posters and training), **profitability** (using our posters, web updates, new programs, scam alerts, discounts) or simple **avoiding being charged or paying fines** for more and more difficult-to-understand legislation (using our engineers, vendors, permit program, environmental and health and safety managers).

When governments in Ontario, the rest of Canada, Mexico, New York, Michigan or Jamaica, need assistance in helping their collision repairers, we get the call.

Over the last twenty years, we have worked with hundreds of shops in Ontario and outside of the province to ensure that we met their needs. Whether it is the 540 Ontario shops that inspect salvage vehicles with our information packages since 1998, the 420 shops that took advantage of the cheapest and fastest environmental provincial permit approval program in the last three years that saved them thousands of dollars, the 1004 Ontario students from shops that successfully completed our VOC training package since 2003, or the 212 shops in the GTA that used our new simplified accreditation program to attract more business to their shop.

Whatever your needs, we are there.

If you are hiring staff- we provide all the tools to access and receive the grants, incentives and tax credit that are available to you. We even have the equivalency package just for collision repair for those workers that have never been licensed and are still working in your shop. We provide listings of over five hundred job openings in collision repair in Canada on the employment page on www.cia.com, where your shop job posting is discounted for members.

If you have materials and products that you don't need- we provide an online selling program (for only ten bucks) on www.cia.com and a donations package with schools and colleges that provides you with a tax deductible receipt and local recognition.

If you need any compliance help- from fire code, booth permitting, to WHMIS or skills trades licensing, even handling flood damaged or branded vehicles- we have it all with our new free www.autobodyhelp.ca web site.

If you need training-we have Basic Estimating, trades updating, pre-license course availability as well as all paint company training listings. Any special I-CAR or aftermarket training is covered in our announcements pages on the www.ciaa.com web site.

If you need a shop pricing program, posters, profitability manuals or help with marketing your shop to brokers and insurers-we have all that and more.

In fact, we think we have all your needs addressed-from being able to list your labour rate complaints with the data providers online, through insurance company contact lists, proper air bag replacement rules, scam alerts to protect you and your money, and price-discounted benefits for your shop with a range of suppliers. We even carry shop ads on the industry web site that link your customer directly to you.

Yesterday, 8748 people hit our collision repair web site and 635 people visited our collision repair information web pages at www.ciaa.com. Yesterday, over 2,500 shops owners, supplier's educators and insurers received our latest electronic information update.

Today, you can be visitor number one at www.ciaa.com or call Collision Industry Information and Assistance (www.ciaa.com) and find out for yourself how we care for you.

Give me, John Norris a call at 1 866 309 4272 or e-mail info@ciaa.com and see how we can help you!!