AUTO BODY REPAIR CONSUMER BILL OF RIGHTS

A Consumer is entitled to:

1. SELECT THE AUTO BODY REPAIR SHOP TO REPAIR AUTO BODY DAMAGE COVERED BY THE INSURANCE COMPANY. AN INSURANCE COMPANY SHALL NOT REQUIRE THE REPAIRS TO BE DONE AT A SPECIFIC AUTO BODY REPAIR SHOP.

2. AN ITEMIZED WRITTEN ESTIMATE FOR AUTO BODY REPAIRS AND UPON COMPLETION OF REPAIRS, A DETAILED INVOICE. THE ESTIMATE AND THE INVOICE MUST INCLUDE AN ITEMIZED LIST OF PARTS AND LABOR ALONG WITH THE TOTAL PRICE FOR THE WORK PERFORMED. THE ESTIMATE AND INVOICE MUST ALSO IDENTIFY ALL PARTS AS NEW, USED, AFTERMARKET, RECONDITIONED OR REBUILT.

3. BE INFORMED ABOUT COVERAGE FOR TOWING AND STORAGE SERVICES.

4. BE INFORMED ABOUT THE EXTENT OF COVERAGE IF ANY, FOR A REPLACEMENT RENTAL VEHICLE WHILE A DAMAGED VEHICLE IS BEING REPAIRED.

5. BE INFORMED OF WHERE TO REPORT SUSPECTED FRAUD OR OTHER COMPLAINTS AND CONCERNS ABOUT AUTO BODY REPAIRS.

6. SEEK AND OBTAIN AN INDEPENDENT REPAIR ESTIMATE DIRECTLY FROM A REGISTERED AUTO BODY REPAIR SHOP FOR REPAIR OF A DAMAGED VEHICLE, EVEN WHEN PURSUING AN INSURANCE CLAIM FOR REPAIRING THE VEHICLE.

Complaints within the jurisdiction of the Bureau of Automotive Repair
Complaints concerning the repair of a vehicle by an auto body repair shop should be directed to:

   Toll Free (866) 799-3811  
   Bureau of Automotive Repair  
   10949 North Mather Blvd.  
   Rancho Cordova, CA 95670

The Bureau of Automotive Repair can also accept complaints on its website at: www.autorepair.ca.gov

Complaints within the jurisdiction of the California Insurance Commissioner
Any concerns regarding how an auto insurance claim is being handled should be submitted to the California Department of Insurance at:

   (800) 927-4357 or (213) 897-8921  
   California Department of Insurance  
   Consumer Services Division  
   300 S. Spring Street  
   Los Angeles, CA 90013

The California Department of Insurance can also accept complaints on its website at: www.insurance.ca.gov

Authority - Sections 790.10, 1874.85 and 1874.87, Insurance Code.  
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