

State of California
Department of Insurance



AUTO BODY REPAIR CONSUMER BILL OF RIGHTS

Amended effective January 1, 2010

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

California Department of Consumer Affairs/Bureau of Automotive Repair

10240 Systems Parkway

Sacramento, CA 95827

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-HELP 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