

## CUSTOMER QUESTIONNAIRE ON CLAIMS PROCESS

Minnesota state law provides for the consumer's right to choose a repair shop. Insurance companies are required to notify insureds and claimants of their right to choose a shop and should make no attempt to refer you elsewhere after you have selected a shop.

- 1) During the claims-handling process, were you specifically informed of your right to choose a repair shop?  
(Here's what you should have heard: "You have the legal right to choose a repair shop to fix your vehicle. Your policy will cover the reasonable costs of repairing your vehicle to its pre-accident condition no matter where you have repairs made. Have you selected a repair shop or would you like a referral?")

Yes \_\_\_\_\_

No \_\_\_\_\_

- 2) Was your right to choose a repair shop respected during the claims-handling process?  
(If you indicated you had selected a repair shop and you were subsequently either discouraged from going to that shop or encouraged to go to another shop, you should answer "no" to this question.)

Yes \_\_\_\_\_

No \_\_\_\_\_

If no, please elaborate regarding how your claim was handled.

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Insurance company \_\_\_\_\_

Name of insurance representative you reported claim to \_\_\_\_\_

Approximate date \_\_\_\_\_

Policy # and/or claim# \_\_\_\_\_

### Please return completed form to:

Alliance of Automotive Service Providers, Minnesota

1970 Oakcrest Ave., Suite 102

Phone: 612-623-1110 Fax: 612-623-1122

Email: [aasp@aaspmn.org](mailto:aasp@aaspmn.org)

