

CUSTOMER QUESTIONNAIRE ON CLAIMS PROCESS

State law has been amended to strengthen 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.

- 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.

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
Roseville, MN 55113
Phone: 612-623-1110 Fax: 612-623-1122
Email: aasp@aaspmn.org

