

STATEMENT

OF

NAME

HAYES BROTHERS COLLISION CENTER  
SACRAMENTO, CALIFORNIA

| REPRESENTING THE AUTOMOTIVE SERVICE ASSOCIATION<sup>®</sup>

BEFORE THE  
CALIFORNIA DEPARTMENT OF INSURANCE

FEBRUARY 25, 2009

My name is \_\_\_\_\_. I am here today representing Hayes Brothers Collision Center of Sacramento, California, and the Automotive Service Association (ASA). ASA is the largest and oldest national association representing independent automotive repair facilities in all fifty states.

I want to thank you for the opportunity to comment on the proposed changes in the insurance code.

ASA supports the proposed changes in the code.

This change in the regulations should assist in deterring the most egregious situations in the insurer-consumer-repairer relationship. I would be remiss if I did not make further comments about the changes and what we believe may make the repair process work more effectively for the consumer.

First, although these changes will most certainly improve the plight of the consumer in his or her post-collision experience, they do not ensure that the vehicle will be repaired at the best possible facility for the consumer.

ASA recommends that if the consumer mentions a specific repair facility, that the insurer asks that the consumer verify the credentials of the repair shop – such as technician training, I-CAR certifications, and proper equipment including a spray booth. Both training and the spray booth are now requirements of the U.S. Environmental Protection Agency for all collision repair facilities.

ASA appreciates the protection of the consumer's right to have his or her vehicle repaired at the facility they prefer, but these issues run much deeper. Repair facilities could be selected with little information about their ability to make a quality, safe repair. This could be a product of marketing, a friend's recommendation or an acquaintance. With typically the second most expensive purchase for consumers at stake, the selection of a shop focused on a quality, safe repair is critical.

The Department of Insurance could help consumers, repairers and insurers most by ensuring that any shop selected in the repair process meets equipment and training requirements as now established by the U.S. Environmental Protection Agency.

In closing, ASA supports the proposed regulation and encourages the Department to include follow-up requirements of insurers as to the consumer's selected repair facility's training and equipment qualifications.

Thank you for allowing me to make a statement today.