

# California Auto Body Repair Consumer Bill of Rights



State of California  
Department of Insurance  
Steve Poizner, Insurance Commissioner

### **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](http://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](http://www.insurance.ca.gov)

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The information presented in this publication is for general informational purposes and is not a substitute for legal advice. If you have a specific legal issue or problem, United Policyholders recommends that you consult with an attorney. Guidance on hiring professional help can be found in the "Find Help" section of [www.uphelp.org](http://www.uphelp.org). United Policyholders does not sell insurance or certify, endorse or warrant any of the insurance products, vendors, or professionals identified on our website.

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