



Thank you for your willingness to help North Carolina collision repairers.

There are many struggles that collision repairers face today with the major surge in new vehicle technology, ever-changing repair procedures and much more. We spend thousands of dollars on training and certifications to make sure that when we repair your vehicle that we are up to date on all safety methods and standards of repair. Nothing is more important to us than sending you home in a safe car. That is why so many times we put our profitability aside to do just that— send you home safe.

Insurance companies often dispute repair procedures required by the manufacturers or direct us to utilize parts that have not been safety tested. The North Carolina Administrative code states that an insurance company cannot dictate the use of these parts unless they are equal to the OEM part, but they do so every day. We are taking a stand and letting lawmakers and the North Carolina Department of Insurance know that these practices are taking place every day in our state. Many shops are small businesses and can no longer afford to absorb the cost to do the right thing, especially in today's economy. Thank you for advocating on our behalf and letting our local lawmakers know that you, as a constituent in their district, have been affected by these dangerous tactics that only benefit the carrier to save them money.

The following page is a simple letter that we will send on your behalf to your local State Representative, Senator and North Carolina Department of Insurance. The form asks for your address so that we can look up the correct member in your area as your home address may be in a different district than our shop.

By Signing page two of this document, you authorize the collision center and/or Carolina's Collision Association to file a complaint on your behalf with the North Carolina Department of Insurance concerning the manner in which your claim was handled.

If you have any questions, please feel free to ask.

Thank you again for being a valued client of ours.