

## **Is Your Insurance Company Telling You Where to Go?**

Here are a few tips you need to know:

- ◆ No Insurance Company or Representative can tell you where to have your vehicle repaired.
- ◆ Virginia Law requires that you obtain one estimate at the repair facility of your choice.
- ◆ You are allowed a rental vehicle while your vehicle is being repaired {Insureds are allowed up to their maximum}
- ◆ Having your vehicle repaired at a repair facility that is not on the Insurance Company list does not mean it will cost you more or that it cannot be repaired there.
- ◆ Your Insurance Company must pay to restore your vehicle back to pre-loss condition, at the shop of your choice.
- ◆ Terms such as *Pro shop*, *DRP Shop*, all used by insurance co-personnel, but what are they?
  - ◆ Shops not owned by the Insurance co
  - ◆ Shops that may not follow manufactures' recommendations.
  - ◆ Shops that may use Non-OEM Parts.
  - ◆ Shops that may use less quality materials at your expense.
  - ◆ Shops that may discount to the insurer, but not to you.
- ◆ If you feel you have been *steered or intimidated* to go to any shop, other than the one you choose, ask any one of our staff for a Complaint Form from the Bureau of Insurance. They need your input.
- ◆ Your complaint does not go against you with your insurer, or raise your rates.

At Dorn's we strive to give you the utmost in service, and although we work well with most all Insurers, you as our customer, are our main concern.

**Thank You for Choosing Dorn's**