



INDIANA AUTO BODY REPAIR CONSUMER BILL OF RIGHTS



A CONSUMER IS ENTITLED TO:

- Select the auto body repair shop of their choice to repair auto body damage covered by the insurance company.
- An itemized written estimate for auto body repairs and upon completion of repairs, an invoice.
- Be informed about coverage for towing and storage services.
- Be informed about the extent of coverage, if any, for any replacement rental vehicle while damaged vehicle is being repaired.
- Be informed of where to report complaints and concerns about auto body repairs.

**Complaints within the jurisdiction of the
Indiana Insurance Commissioner**

**Any complaints concerning how an auto insurance claim is
being handled should be submitted to the:**

**Indiana Department of Insurance
Attn: Consumer Services Division
311 W Washington Street, Suite 300
Indianapolis IN 46204-2787**

Or online at <https://www.in.gov/idoi/consumer-services/complaints/>