



# 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/>