



## DO YOU KNOW YOUR MOTORISTS RIGHTS WHEN IN AN AUTOMOBILE ACCIDENT?

1. **Do I have the right to select the towing company at accident scene and where I want my vehicle towed?**

**YES.** The car belongs to you. You have the right to use the **TOW COMPANY** and **COLLISION REPAIR SHOP** of your choice.

2. **Do I have the right to select the shop that will repair my car?**

**YES.** In order to speed up your claim, select the repair shop and notify your insurance agent or company.

3. **Do I need to get three estimates?**

**NO.** You do not have to waste your time and that of several repair shops. You can simply select your repair facility then notify your agent or adjuster. If the shop of your choice is a "preferred" shop, then their trained estimator will inspect the damages. Otherwise, your adjuster can have a "staff appraiser" inspect the damage. Generally, claims are handled by the company's claims department, not the agent, so talk to your adjuster.

4. **Must I notify my insurance company before repairs begin?**

**YES,** Insurance policies require that you notify the insurance company or your agent. Make a report and tell them where the damaged vehicle can be inspected.  
*(Only if going through insurance)*

5. **Who is responsible for the repairs?**

**The collision repair shop is responsible for repairs.**

That is why it is important that you select a repair facility that is properly

**TRAINED** and **EQUIPPED** to restore your automobile to it's pre-accident condition.

6. **Collex Collision Experts will provide you with a "Lifetime Warranty Certificate" upon the completion of repairs to your vehicle.**