

**KNOW
YOUR
RIGHTS!**

OHIO AUTO BODY REPAIR CONSUMER BILL OF RIGHTS



As a consumer in Ohio, you are entitled to the following rights in the context of auto body repairs:

- **Choice of Repair Shop:** You have the right to select the auto body repair shop of your choice to address auto body damage covered by your insurance company.
- **Transparent Estimates: and Invoices:** You are entitled to receive an itemized, written estimate for auto body repairs. Upon completion of the repairs, the repair shop must provide you with a detailed invoice outlining the services performed.
- **Information on Towing and Storage:** You have the right to be informed by your insurance carrier about the coverage, if any, for towing and storage services related to your auto body repairs.
- **Understanding Rental Vehicle Coverage:** You should be informed about the extent of coverage, if any, for a replacement rental vehicle while your damaged vehicle is undergoing repairs.
- **Complaint Reporting:** You have the right to know where to report any complaints or concerns about the auto body repairs. The repair shop should provide clear information on the reporting process.

These rights are designed to ensure transparency, choice, and protection for consumers in Ohio seeking auto body repair services. If you have any questions or concerns, don't hesitate to exercise your rights and seek clarification from The Ohio Department of Insurance.

Top of Form

Any complaints related to the handling of an auto insurance claim in Ohio should be submitted to the Ohio Insurance Commissioner. The Ohio Department of Insurance is the designated authority for addressing such concerns.

To submit a complaint online with the Ohio Department of Insurance:

<https://gateway.insurance.ohio.gov/UI/ODI.CS.Public.UI/Complaint.mvc/DisplayConsumerComplaintForm> Or contact the Ohio Department of Insurance, Consumer Services Division, 50 West Town St, Third Floor/ Suite 300, Columbus, OH 43215, 800-686-1526.