



ADVOCATING FOR CONSUMER RIGHTS:

SUPPORT THE OHIO AUTO BODY CONSUMER BILL OF RIGHTS

We are reaching out to you today with an important initiative by the Ohio Autobody Association (OABA) that aims to empower consumers and elevate the automotive collision repair industry's standards within the state. We believe that your support is crucial in achieving this goal.

We are excited to introduce the "Ohio Auto Body Consumer Bill of Rights," a comprehensive set of guidelines designed to protect and inform consumers throughout the automotive collision repair process. This initiative seeks to establish transparent communication, fair treatment, and accountability between auto body repair shops, their clients, Insurance Carriers, the Ohio Department of Insurance (ODOI)

The Ohio Auto Body Consumer Bill of Rights covers various aspects of the repair process, including but not limited to:

- 1. Choice of Repair Shop: Consumers have the right to select their preferred auto body repair shop.***
- 2. Transparent Estimates and Invoices: Consumers must receive detailed estimates and invoices for all services rendered.***
- 3. Information on Towing and Storage: Consumers should be informed about coverage for towing and storage services related to their auto body repairs.***
- 4. Understanding Rental Vehicle Coverage: Consumers have the right to know the extent of coverage for rental vehicles during repairs.***
- 5. Complaint Reporting: Consumers should know where and how to report any concerns or complaints about auto body repairs.***

By supporting the Ohio Auto Body Consumer Bill of Rights, you are not only advocating for the rights and interests of consumers but also promoting a higher standard of professionalism within the auto body repair industry.

We encourage you to examine the attached documents that delineate the fundamental principles of the Ohio Auto Body Consumer Bill of Rights. Your support plays a pivotal role in ensuring the success of this initiative.

Feel free to download, make copies, and distribute these documents to your customers at the onset of the repair process. This educational effort will significantly contribute to informing your customers about their rights, promoting a safe and proper repair of their vehicles.

Thank you for your time and consideration. Together, we can create a more transparent, accountable, and consumer-friendly auto body repair industry in Ohio.

Should you have any questions, please feel free to contact Matt Dougher with the Ohio Autobody Association at 513.659.5324 or email him at info@ohioautobody.org.