



## I Want a Safe Repair and I Don't Trust the Insurance Company to Protect My Rights, What Do I Do?

- YOUR CAR, YOUR CHOICE. Under Connecticut Law, you have the right to choose the repair facility of your choice.
- You do not have to take your car to a drive-in claims center or other insurance company facility.
- Your insurance company may try to coerce you into using its direct repair program (e.g., “preferred program”, “blue ribbon program” or “concierge program”) for repairs or to be appraised. You do not have to do this.
- A direct repair program (DRP) is a contractual arrangement between the repair shop and the insurance company. DRP arrangements are controversial because they put pressure on the repairer to keep costs down, often at the expense of the customer.
- It is generally in your best interest to choose an independent repair facility that will be looking out for you – and not conflicted by its obligations to an insurance company.

### TIP:

*Before you choose a repair shop, ask the shop if it has a contractual arrangement with your insurance company or the insurance company for the at-fault driver.*



“1953 – 2023”