

Hello ABAT Members and followers,

We are on the horizon of the 2021 legislative session where our local lawmakers will be meeting in Austin to vote on new bills to be enacted into Texas law. This session is particularly important to you because ABAT will be submitting a couple of bills that will have a major positive impact on Texas collision repairers. However, we cannot accomplish such a large task alone. We will be asking for your help to make lawmakers aware of how important these issues are. I have such an ask of you today.

Based on the prior meetings that I have had with The Texas Department of Insurance (TDI) and Texas Legislators The major rebuttal I have gotten is that they are not getting any complaints from consumers. They have only heard from body shops about the insurance companies not fixing cars right and under-indemnifying their constituents. So we have formulated an easy way to let TDI and legislators hear from the consumer.

ABAT has drafted a document for you and your customer to go over together, have them initial and sign, and send back to us where we will mail it to the appropriate house member, senator and TDI. Here are a few situations where you would want to have your customer sign this document:

- The insurance company requested the use of A/M parts and you had to come out of pocket for OE.
- The insurance company refused to reimburse you for ANY safety required procedure, therefore causing you to suffer a loss for that item/procedure (scans, p-page research, admin fees, etc)
- The customer had to come out of pocket for anything other than their deductible
- The insurance company totaled the car at less than 100% of value OR undervalued the customer's totaled car
- The customer or shop was forced to use A/M parts to repair a vehicle

You will also find many other situations to have that document signed after you read through the bullet points.

We have been advised by our lobbyist that if ALL ABAT Member shops will employ the use of this document over the next several months that we will be sure to grab the attention of our lawmakers and therefore exponentially increase our chances of passing these bills. **Our goal is to gather 1,000 of these surveys, will you be a part of this movement with us?**

Here is the process-

1. Explain to your customer that there are many unfair practices being used by the insurance companies that prevent body shops to make safe repairs to cars.
2. Ask if they will fill out a letter about the issues they faced (or you as a shop faced while advocating for them) so that we can make lawmakers aware of these issues. Have them initial by each issue that was applicable during their claim.
3. Make sure they understand what they are signing and where it is being sent. Have them fill out all the information on the form.

Explain the bullet points they are initialing next to and that it will be sent to their local representative, senator and TDI. In the event they receive a follow up call from someone who wants to know more about their problem they must remember seeing this document. **THIS IS VERY IMPORTANT**– we absolutely cannot send any letters on their behalf without their knowledge and risk this issue looking like it was materialized by us.

4. Scan & email or "snail mail" it to ABAT's Executive Director, Jill Tuggle, who will send copies to all pertinent parties.
5. Give them the cover letter to take home and read.

We often do not get feedback from our members, but this is a very important task so please respond back that you got this and if you are willing to take part in this initiative.

Thank you for being a part of ABAT.

Your Friend in the Good Fight,

