

SENATE BILL REPORT

SB 6116

As of January 16, 2004

Title: An act relating to establishing the Washington state auto body and glass repair consumer bill of rights.

Brief Description: Establishing the auto body and glass repair consumer bill of rights.

Sponsors: Senators Winsley, Prentice, Benton, McAuliffe, Franklin and Rasmussen.

Brief History:

Committee Activity: Financial Services, Insurance & Housing: 1/20/04.

SENATE COMMITTEE ON FINANCIAL SERVICES, INSURANCE & HOUSING

Staff: Joanne Conrad (786-7472)

Background: Although consumers who need auto glass or other car repairs are generally unrestricted in choosing where to have the work done, many insured consumers may be under the impression they can only go to certain companies that may be recommended by their insurer. In some cases, some insurers have aggressively attempted to require that work be done only at certain auto glass or vehicle repair shops. This practice is known as "steering."

Summary of Bill: The Washington State Auto Body and Glass Repair Customer Bill of Rights prohibits insurers from requiring that a motor vehicle be repaired at a specific repair shop or auto glass dealer. An insured claimant may expressly request a recommendation regarding where to go for repairs.

Insurers cannot limit or discount the reasonable repair costs based on charges that would have been incurred at the insurer's preferred shop instead.

Under certain circumstances, insurers must provide a large print notice to their customers regarding their rights under this act.

Appropriation: None.

Fiscal Note: Not requested.

Effective Date: Ninety days after adjournment of session in which bill is passed.