

Repairer Driven News

From: jmosley@clintonbodyshop.com
Sent: Thursday, January 24, 2019 1:54 PM
To: Repairer Driven News
Subject: FW: OEM procedures

From: jmosley@clintonbodyshop.com <jmosley@clintonbodyshop.com>
Sent: Thursday, January 24, 2019 7:46 AM
To: 'Mike Chaney' <Mike.Chaney@mid.ms.gov>
Subject: RE: OEM procedures

Thanks Mike. They're supposed to be , but they're not. Their only explanation is they feel like they're paying per the policy language. I don't believe there exists any language that enables them to save money by not paying for a proper repair. - John

From: Mike Chaney <Mike.Chaney@mid.ms.gov>
Sent: Wednesday, January 23, 2019 7:20 PM
To: 'jmosley@clintonbodyshop.com' <jmosley@clintonbodyshop.com>
Subject: RE: OEM procedures

John,

I just got in. Let me get Andy to call you in the morning. I have to be on the coast before noon, so I will be out of pocket until then. If there are compliance problems let Andy know, we can probably help. If there are problems with State Farm, let us know the specifics. They are suppose to be complying to OE procedures.

From: jmosley@clintonbodyshop.com <jmosley@clintonbodyshop.com>
Sent: Wednesday, January 23, 2019 4:27 PM
To: Mike Chaney <Mike.Chaney@mid.ms.gov>
Subject: RE: OEM procedures

Mike,

I sincerely appreciate your support, but State Farm and some of the other largest insurers are continuing to deny repairs complying with OE procedures. We need some help.- john

From: Mike Chaney <Mike.Chaney@mid.ms.gov>
Sent: Wednesday, January 23, 2019 4:21 PM
To: 'jmosley@clintonbodyshop.com' <jmosley@clintonbodyshop.com>; Andy Case <Andy.Case@mid.ms.gov>; John Wells <John.Wells@mid.ms.gov>; ATTORNEY GENERAL JIM HOOD <JHOOD@ago.state.ms.us>; Crystal Utley <CUTLE@ago.state.ms.us>
Subject: RE: OEM procedures
Importance: High

John,

Thanks for the heads up. It is our position that OEM repair procedures be followed. I think that our office and the AG's office understand this and will continue to support this position. Feel free to reach out to Andy or Crystal if you have questions.

Mike Chaney
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From: jmosley@clintonbodyshop.com [mailto:jmosley@clintonbodyshop.com]
Sent: Wednesday, January 23, 2019 3:50 PM
To: Mike Chaney; Andy Case; John Wells; ATTORNEY GENERAL JIM HOOD; Crystal Utley
Subject: OEM procedures

Please see the attached notice from our insurer, State Auto stating they expect our shops to abide by OE required and recommended procedures in the process of repairing vehicles. They even go so far as to condition our premium or our coverage on following procedures. When will the Insurance Commissioner take a stand on this for consumers and the industry that repairs their vehicle ?

Please investigate this with other carriers. If there are carriers who say they don't expect OE procedures to be followed, I would like to know who they are. Thanks- John E. Mosley

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