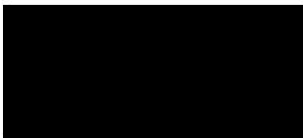


**DEPARTMENT OF INSURANCE**

CONSUMER SERVICES AND MARKET CONDUCT BRANCH  
CLAIMS SERVICES BUREAU  
300 SOUTH SPRING STREET  
LOS ANGELES, CA 90013  
www.insurance.ca.gov



February 12, 2019



Our File Number: [REDACTED]

Regarding: GEICO GENERAL INSURANCE COMPANY

Consumer: [REDACTED]

Dear [REDACTED] Martinez:

Thank you for your patience while we have conducted our investigation of the claim problem you referred to us.

Our investigation entailed a comprehensive review of all documentation submitted to the Department relevant to this matter.

The issues involved with your complaint indicate that there is a difference of opinion between you and the insurance company as to the reasonable cost to repair your customer's vehicle. As the Department does not have the regulatory authority to decide this particular issue and render a binding decision as to the reasonable repair cost, after reviewing the information provided, we conclude that we are unable to assist you further with this matter.

If you believe further action is warranted, you may wish to consider consulting with an attorney of your choice in order to obtain information about any legal remedies that may be available to you. You may also wish to consider contacting any trade/professional organizations to which your shop may belong for information regarding legislative reforms it may be seeking on behalf of the collision repair industry.

We appreciate your having written to us. The information we obtained in the course of our inquiries will be retained in our records and made available to us for consideration of any appropriate regulatory action.

Sincerely,

*Abraham Rivero*

Associate Insurance Compliance Officer

Phone: 213-346-6829

Email: [Abraham.Rivero@insurance.ca.gov](mailto:Abraham.Rivero@insurance.ca.gov)

Please refer to our file number when responding.