

DEPARTMENT OF INSURANCE
 CONSUMER SERVICES AND MARKET CONDUCT BRANCH
 300 SOUTH SPRING STREET, SOUTH TOWER
 LOS ANGELES, CA 90013
www.insurance.ca.gov
 CSD-005
 Revised: 01/03/2011



AUTO BODY REPAIR SHOP REPORT FORM

Name of Automobile Body Repair Shop: [REDACTED]	Business Phone: [REDACTED]
Address: [REDACTED]	Name of Reporting Person: [REDACTED] Martinez
City: _____ State: _____ ZIP: _____ [REDACTED]	Position: [REDACTED]

1. Complete name of insurance company involved: Geico
2. Are you reporting a denial in an insurer's Direct Repair Program? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, Skip to Question 8.
3. Type of Insurance: AUTO
4. Name and Address of the policyholder/claimant/customer: [REDACTED]
5. Policy identification number: [REDACTED]
6. Claim number: [REDACTED]
7. Date loss occurred or began: [REDACTED]
8. Name of Adjuster or Insurance Company Representative: [REDACTED]
9. Have you reported this to any other governmental agency? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <i>If yes, Please give the</i> <i>Name of the Agency: _____ File number, if known: _____</i>
10. Have you previously written to the California Department of Insurance about this matter? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <i>File number (if available) _____ Date submitted _____</i>
11. Briefly, describe the details of the transaction and provide any documentation to support your allegations. Geico Refused to pay the agreed mechanical rate of [REDACTED] per hour on certain items. They chose to pay them at [REDACTED] per hour. There is a detailed delta document highlighting the exact differences. The insured was left with an out of pocket of \$868.31 which he paid upon picking his vehicle up. Geico's payment detail is provided which shows the amount paid by them along with the posted payments on our end and the receipt showing the client paid the rate difference. Please note that Geico was ordered to increase rates by the state. I've attached that document as well. If you look at page 9 of the geico sheet, you will see that geico supposedly wrote a denial 3 times. Its in the original estimate of record, supplement 1 and supplement 2. I spoke to the client via Telephone on 8/31/2018 1:00 PM. Called him at [REDACTED]. He sent me a letter dated 7/19/2018 which shows a purported denial. The basis for that denial is a manufactured one by Geico. It is not factual nor real in any way. The estimating system clearly has an "M" next to the operation. Geico simply did not want to pay for it at the designated rate. Their own explanation validates the reason why it is needed. It states "Mechanical components will likely require a specialized technician skill level and specialized tools". I have provided the instructions from the manufacturer which clearly state that the operations denied require special tools and training. We are a BMW IRF Shop and we are the only one in a 17 mile radius. The client never received any other denials.

Signature

Date