



State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Tony Evers, Governor
Mark V. Afable, Commissioner

Wisconsin.gov

Bureau of Market Regulation
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March 09, 2020

MR. DON SELJE
DON'S AUTO BODY & PAINT LLC
590 COMMERCIAL AVE
WATERLOO, WI 53594

Re: Our File No. [REDACTED]

Dear Mr. Selje:

As promised, I asked State Farm Mutual Automobile Insurance Company (State Farm) to review your complaint and respond to your concerns. A copy of the company response is included with this letter.

It appears a dispute exists between you and State Farm regarding payment for a recent auto claim for pre and post repair scans. My review of State Farm's response indicates your complaint may be resolved. State Farm indicates that it has now reconsidered and paid for the pre and post repair scans in the amount of \$169.95.

If your problem has not been resolved, or if you have additional questions concerning this matter, please contact me. Thank you for bringing this matter to our attention. We are pleased we were able to help assist you in resolving your complaint.

We are always interested in improving the services we provide to Wisconsin consumers. Please consider taking this two (2) minute online survey to share your opinion with us. You can access the survey in one of two ways:

- Type the following web address into your internet browser address bar
<https://www.surveymonkey.com/r/2019CA>
- Call us for a paper copy of the survey: 800-236-8517

Sincerely,

- The nature of the complaint is State Farm paid 0.5 hour for the pre scan and 0.5 hour for the post scan activities. The shop requested 0.5 hour for each plus additional sublet charges of \$119.95 for the pre scan and \$50.00 for the post scan.

State Farm will consider reimbursement based on reasonable charges in the market for pre and post-scan activities, when they are necessary. It is expected that collision repairers have the tools and equipment necessary to repair today's modern vehicles, including scanning equipment. In the event a particular vehicle, due to its design or special advanced technology features, cannot be scanned using the collision repairer's up-to-date and commercially capable scanning equipment, State Farm will consider charges associated with completing scanning operations remotely, using third party vendors.

After reviewing the charges submitted for this 2017 Jeep Renegade, we have revisited our position and will pay the additional charges submitted by the repair facility due to the fact that aftermarket scanning equipment was not capable of completing the necessary scans on this particular vehicle. This aligns with our commitment to handle each claim on its individual merits.

If you have any additional questions regarding this matter, please contact Mike Cahalan, Estimating Team Manager, at [REDACTED] or by email at [REDACTED]
[REDACTED]

Sincerely,

Jim Maynard

Jim Maynard, CPCU
Section Manager
[REDACTED]