

# 2018 PCI Towing Survey Analysis

Abusive vehicle towing and storage practices cost consumers millions of dollars each year. To better understand and address these abusive practices, the Property Casualty Insurers Association of America (PCI) surveyed 448 member company employees who deal with towing issues.

## Key Findings: The Most Significant Towing Issues

Excessive rates and fees were identified as the worst problem insurers and consumers face with towing companies.

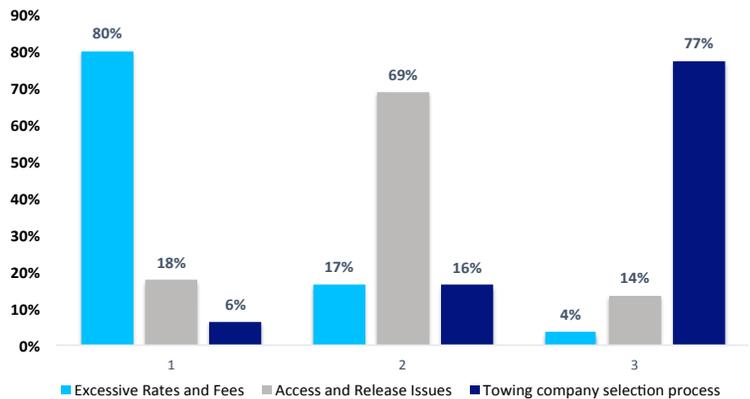
When dealing with rate and fee issues, excessive daily storage rates were selected as the most frequent problem insurers encounter.

Release process issues were the most frequent problem faced among access and release issues.

Other frequent problems consumers and insurers encounter include towing company practices that make it difficult to recover a vehicle or even gain access in order to get personal effects or commercial cargo.

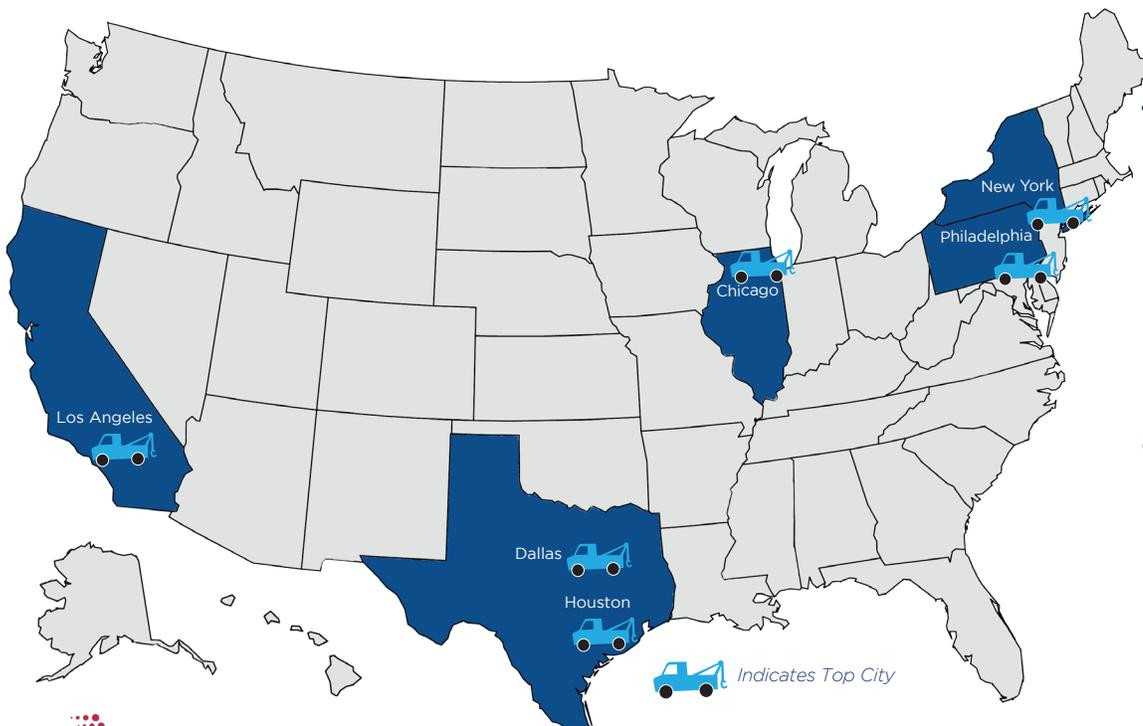
### What is the worst problem insurers and consumers face with towing companies?

(1 being the worst problem)



## Houston and Dallas Listed as Worst Cities for Towing Hassles in New Survey

Houston and Dallas rank number one and two on the list of U.S. cities with the most hostile towing markets for consumers and Texas is the state most in need of pro-consumer towing reforms, according to a new national towing survey conducted by PCI.



### Top 5 Cities Overall

1. Houston
2. Dallas
3. Chicago
4. New York
5. Los Angeles

Respondents identified a total of 127 cities problematic for towing issues

### Top 5 States Overall

1. Texas
2. Illinois
3. California
4. Pennsylvania
5. New York

All 50 states were selected at least once as being in need of pro-consumer reforms