

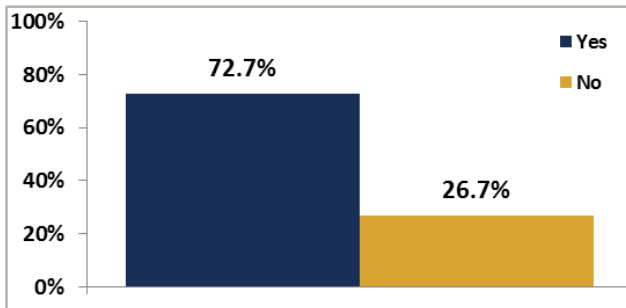
Auto Insurance Body Shop Network Research

In January 2015 the PCIAA commissioned GS Strategy Group to field a nationwide survey of 1,000 likely voters. The research was conducted January 27-29, 2015, and yielded a margin of error of 3.10% at the 95% confidence level. Below are some key findings from that research.

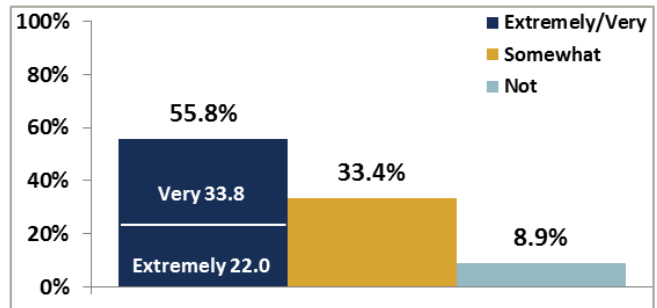
Key Findings

- Nearly three quarters of voters have had to file an insurance claim for a vehicle accident, and strong majorities were satisfied with the insurance claim process.

Have you ever been in a vehicle accident in which you had to file an insurance claim?

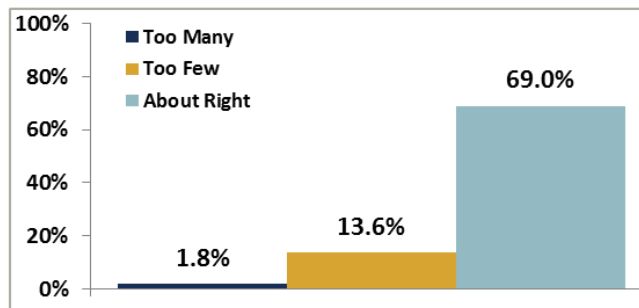


In general, how satisfied would you say you have been with the insurance claims process – extremely, very, somewhat or not at all satisfied?
Among “Yes” Respondents



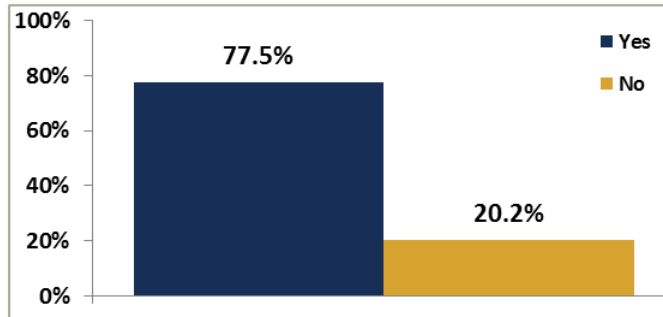
- Respondents believe their insurance company would give them plenty of choices for locations to repair their automobile if they were in an accident, with only 14% saying they had too few choices.

To the best of your knowledge, when you are involved in a vehicle accident does your insurance company provide too many options, too few options, or about the right number of options for auto body facilities for you to choose from?



- **78% of voters believe auto insurance companies should be allowed to recommend body shops after an accident.**

Do you believe auto insurance companies should be allowed to recommend body shops to you after an accident – yes or no?



- **When people have been in an accident they aren't sure what to do or where to go. They believe insurance companies have a great deal of experience and think they are well suited to make a recommendation.**

Some insurance companies have a network of body shops with whom they have negotiated rates, turnaround times and service options. These body shops are recommended at the time of filing a claim, but the customer always has the option to take their vehicle to a shop outside of this network and still be covered by their auto insurance. Knowing this, do you favor or oppose insurance companies recommending body shops in their network?

