



O'Connell's Body Works, Inc. Info Sheet



Involved in an accident?

1) I've never needed collision repairs before. Briefly explain the Claims Process.

When you contact your insurance company (or the other drivers insurance company) they will ask you to explain what happened. When that is complete ask them for a claim number. With your claim number we can handle everything for you from that point including dealing with the insurance appraiser and getting you a rental car if you need one.

2) Do you offer Towing Services?

You can have your vehicle towed 24 hours a day, 7 days a week, including HOLIDAYS by calling _____TBD_____. If it is after our normal business hours our tow company will store the vehicle until the next day. You do not have to worry about paying for the tow as all tow charges will be billed to us and we will collect it from your insurance company.

3) Do you offer Car Rental Service?

Yes. We can make arrangements with Hertz Car Rental at _____TBD_____ to meet you at our facility. When the repairs to your vehicle are complete you may pick up your vehicle and leave the rental with us. If you have rental car coverage Enterprise Car Rental should be able to set up a direct billing with your insurance company unless your policy states otherwise. If you are a claimant once the other persons insurance company has accepted liability you should be entitled to a rental vehicle (equivalent transportation) at their expense while we're repairing your vehicle. We can also make these arrangements for you.

4) When is it that I get a Surcharge and how much would it be for?

You get a surcharge when you are at fault in an accident. If you are not at fault there will be no surcharge to you, but to the other party. You also do not get a surcharge if you report nothing under your Comprehensive section of your policy. For example a "Hit & Run", "Vandalism" or "Fire" to your vehicle. On any of these you would get your deductible taken but no surcharge.

5) Do I need to get 2 or 3 Estimates?

No. There is no law that requires this. It is the insurance companies obligation to adjust your claim fairly. If you leave your vehicle with us we will perform the initial appraisal and contact your insurance company to send out one of their claims appraisers to review our appraisal and to settle on a fair appraisal that will result in full restoration of your vehicle to its pre-accident condition.

6) How soon can I leave my vehicle for it to be repaired?

We can provide you with the earliest appointment available. Unless your vehicle is un-drivable then you may be able to leave it immediately.

7) How long will the repairs to my vehicle take?

At the time that you drop off your vehicle to us we will give to you a target date. We will be able to update you as soon as we receive a go ahead from your insurance company, usually within a few days, to confirm that target date. Some parts may be on back order and this may alter the target date. Additionally, during the breakdown of the vehicle we may find other damage that was not seen. We may have to contact the insurance company once more to have a supplement appraisal reviewed.

8) How will I know when my car is done?

You will be notified when your vehicle is ready to be picked up. We will normally contact you a day in advance. Feel free to call us at 508-660-2528 during the repair process if you have questions or concerns.