

OIC Rules Coordinator

From: Ryan Borth <ryan@flashsauto.com>
Sent: Friday, August 8, 2025 4:33 PM
To: OIC Rules Coordinator
Subject: More defined WAC

External Email

Dear OIC,

I am writing to respectfully request that the WAC codes be clarified to explicitly affirm a consumer's right to choose their own repair facility after an accident. In my experience, the current regulations do not clearly state this right, which leaves room for insurance companies to employ tactics that discourage customers from selecting the repair shop they trust.

Our goal as repair professionals is simple: to make an honest living, support our families, and repair vehicles safely and in accordance with the engineers' specifications. Unfortunately, we have witnessed customers being pressured into believing they will be personally responsible for the majority of repair costs—costs they cannot reasonably afford. In my opinion, these practices are unscrupulous, unfair, and highly deceptive.

We have also encountered instances where insurance companies have attempted to influence customers into leaving negative reviews, and in one case, an independent appraiser left a false and damaging review in what appeared to be an attempt to harm our business.

Clear, enforceable anti-steering rules would not only protect consumers from these tactics but would also help create a fairer and more transparent marketplace for repair facilities across the state. Many shops share these concerns and would strongly support such protections.

Thank you for your time and consideration of this important matter.

Sincerely,

Ryan Borth

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