

OIC Rules Coordinator

From: Rod Hall <rodhall2020@gmail.com>
Sent: Monday, October 6, 2025 11:42 AM
To: OIC Rules Coordinator
Subject: R2025-05 Second Prepublication Draft comment

External Email

Hello Washington OIC,

Consumer safety should be paramount when drafting rules. All eyes should be on the customer. My thought is that if the customer expresses an interest in having repairs completed at a specific repair facility, the insurance company should not try to talk the customer out of their decision. Further, the insurance company should be prevented from saying anything like, "that repair facility is not part of our network...." That type of comment does not need to be said. The insurance company should also be prevented from telling a customer they don't have the staff to inspect their car promptly at a non-DRP facility. Staffing is the insurance company's problem, not the customers. The customer should have a choice where they get their car repaired. I don't want my family and friends to be strong armed into a bodyshop that might have the insurance companies interests over the customers.

- Rod Hall
Concerned consumer

Sent from my Mobile device, sorry for any typos.