

## **Car insurance companies in cahoots with repair shops?**

by News Channel 8's Jocelyn Maminta  
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(WTNH) \_ A new bill seeks to protect consumers from coercive car insurance practices because when it comes to repairing damages from an accident, it's your car and your choice.

Lyn Moreau took her Honda Civic to an autobody repair shop that was strongly recommended by her insurance company.

"They said it was a good program, they would guarantee all the repairs, they would check the car once the repairs were completed to make sure everything was completed satisfactory," Lyn said.

Instead, an independent inspector gave Lyn some bad news and said the repairs were not done properly.

"More damage was found, more problems that could really affect the car in the long run and also not make it hold up very well in an accident," Lyn explained.

Now state lawmakers and the state attorney general want to put the brakes on insurance companies making deals with repair shops.

"They cut costs and thereby leading repairers to cut costs, endangering, putting in peril the safety of consumers," Richard Blumenthal explained.

The new bill being proposed in the legislative session will plug up those loopholes so that consumers like Lyn do not end up with shoddy repairs.

Some things to watch for: If your insurance company request or require you to use a specific service center or if they imply that there will be delays or additional costs if you use an autobody shop other than the one they want you to go to.