

## SCRS Issues Statement and Position Statement on Steering



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*Prosser, Washington - October 24, 2007-* The Society of Collision Repair Specialists (SCRS) is extremely concerned with the negative impact steering is having upon the entire collision repair industry. The abuse has never been more apparent and blatant. The recent increase in legislation to combat steering at a state level is further indication of the severity of this issue. This issue isn't biased as it impacts both direct repair program (DRP) repairer facilities as well as non-DRP repairers.

SCRS strongly supports any collision repairer that is legally pursuing the prosecution of any individual, agency, insurer or company that has blatantly and maliciously steered consumers away from his/her business. Furthermore, SCRS supports those states where they have passed or are pursuing anti-steering legislation. Realizing the inherent challenges of proving that a customer was steered, SCRS is encouraging state departments of insurance, and the attorney general of those respective states, to take a more aggressive approach to curbing this practice which inhibits a free and open marketplace.

### OFFICIAL SCRS POSITION STATEMENT ON STEERING

The Society of Collision Repair Specialists (SCRS) is strictly opposed to any insurer, insurance agent or representative referring a vehicle owner to a particular collision repair facility once the vehicle owner has selected a repair facility. The selection of a collision repair facility should not be interfered with by an insurer, insurance agent or representative unless specifically requested by the vehicle owner. Once the vehicle owner has selected a collision repair facility, any attempt to discourage the vehicle owner from utilizing that collision repair facility for the sole purpose of steering work, should entail significant penalties.

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#### About SCRS

Through its direct members and 35 affiliate associations, SCRS is comprised of 6,000 collision repair businesses and 58,500 specialized professionals who work with consumers and insurance companies to repair collision-damaged vehicles. Additional information about SCRS including other news releases is available at the SCRS web site: [www.scrs.com](http://www.scrs.com). You can e-mail SCRS at the following address: [info@scrs.com](mailto:info@scrs.com).

*"Working Together Is The Most Important Work We Do!"*

#### SCRS

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