



02 Diminished Value Suggested Correspondence

SEND THIS LETTER TO THE AT FAULT DRIVERS INSURANCE COMPANY AND TO THE REPAIR FACILITY IF YOUR VEHICLE SUFFERED "REPAIR RELATED" DIMINISHED VALUE.

IF YOU SHOULD HAVE ADDITIONAL QUESTIONS REGARDING THE COMPLETION OF THESE PACKAGES PLEASE DO NOT HESITATE TO CONTACT WRECK CHECK CAR SCAN CENTERS AT 800 762-2671.

This letter is given as a suggestion on how to approach your insurer and/or body shop when making the initial contact for your Diminished Value claim, and possible re-repairs. It should be sent by certified mail return receipt, along with a color copy of the **Wreck Check Car Scan Centers®** Diminished Value Assessment. Even though the letter clearly states that the insurer or body shop should respond in writing **ONLY**, they will typically attempt to call and discuss the letter over the phone. This is an attempt to make statements, or take positions, that they do not feel comfortable putting in writing, as they may be incorrect, illegal, or unethical. If you chose to allow this type of contact, it will be to your detriment. The insurer and/or body shop must put their position in writing for you to properly document their position, and proceed accordingly. Without proper documentation, you will be unable to proceed as effectively as you would with all written communications. They will not put their verbal positions in writing **AFTER** you have discussed the claim on the phone. Remember, all communications in writing from this point forward.

WRECK CHECK CAR SCAN CENTERS LICENSEE, EMPLOYEE AND REPRESENTATIVES ARE NOT ATTORNEYS AND CAN NOT AND DOES NOT SUPPLY LEGAL ADVISE. IF YOU HAVE ANY LEGAL QUESTIONS WE RECOMMEND THAT YOU CONTACT AN ATTORNEY.

DO NOT INCLUDE THE TOP PORTION OF THE SUGGESTED LETTER WITH YOUR CORRESPONDENCE.

