

PEMCO *Claims*



**PEMCO'S TIMESAVER  
REPAIR PROGRAM**

*A responsible driver's guide*

## **PUTTING YOU AND YOUR VEHICLE ON THE FAST TRACK**

Fortunately, most auto accidents really are nothing more than expensive inconveniences. So to make simple fender-benders less of a hassle, PEMCO has created a program that makes repairing your vehicle easier.

Our Timesaver Repair Program (TRP) streamlines the repair process at dozens of participating body shops. For a selection of these high-quality repair shops in your area, call 1-800-GO-PEMCO.

### **Frequently asked questions:**

#### **Does PEMCO let people decide where their cars should be repaired?**

*Yes. Customers can take their damaged cars to any professional body shop. If you're one of the many customers who aren't quite sure where to take your car, a Timesaver Repair Shop is a good place to start. We've screened all participating TRP shops to make sure they meet the highest standards for quality and customer service.*

#### **Does PEMCO think all body shops are the same?**

*No, but we do think our customers have a right to expect a high-quality repair in every case. That's why we offer a choice of so many TRP-certified repair shops. You can choose any of them and be sure you'll get quality workmanship.*

#### **How does the Timesaver Repair Program save me time?**

*There are several ways, but most importantly, it lets you work directly with the shop to get your car repaired. You don't have to wait for an adjuster to review your vehicle damages or an estimate. Just take your car to any TRP-certified shop. The shop will prepare an estimate and schedule your repair. They'll also send us an estimate and photos of the damage. When the job is done, you just pick up your car, pay your deductible as applicable, and the shop will send us a final bill.*

**How do I know I'll be treated well?**

*PEMCO gives TRP-certified body shops guidelines on contact time, repair suggestions, and overall customer service expectations. As a PEMCO customer, you're entitled to the highest standards of service in the industry. If you run into problems, please call us at 1-800-GO-PEMCO.*

**What if I have a problem with my repair?**

*The TRP program is meant to streamline the process by removing the need for an adjuster to inspect your car before repairs can begin. But rest assured, we're here if you need us. If you have questions or concerns about the quality of your repair or the service you receive, call us. We'll work with you or the shop directly to resolve your problem.*

**Will PEMCO pay for a rental vehicle?**

*If you're a PEMCO customer and have purchased Rental Reimbursement coverage, the answer is "yes." Or if you prefer, you can contact a rental agency directly, and they'll work with us to set up your rental. The type and length of your rental depends on the amount of coverage you've purchased. If you're not insured with PEMCO and we've agreed that one of our policyholders is responsible for your damages, we'll pay the reasonable cost to help you rent a vehicle while yours is being repaired. PEMCO is not responsible for paying for gas, maintenance, mileage charges, or insurance on the vehicle.*

**Who do I call if I have a problem or question about my rental car?**

*Your TRP shop will give you detailed contact information for our rental representatives. You also can call 1-800-GO-PEMCO and we'll direct you to your adjuster. Each of our TRP shops provides a written warranty that covers their repair work for as long as you own your vehicle. If the shop doesn't resolve an issue regarding your repair, we'll work with you to determine the best course of action.*

**What if I have a problem after my vehicle is repaired?**

*Please contact us! We'll work with you and the shop to resolve the issue quickly.*



1-800-GO-PEMCO  
(1-800-467-3626)  
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