

# REPAIRS AND THE APPRAISAL CLAUSE: *A Customer's Perspective*



Dale Barton with the repaired MINI Cooper Clubman

When a recent auto collision caused damage to Tyler resident Dale Barton's wife's 2017 MINI Cooper Clubman, he immediately knew he'd be taking it to Burl's Collision Center in Henderson – his body shop of choice for 25 years – for repairs.

"The first time I used Burl's shop, I had done some research into who was the best in our area," explains Barton, who was living in Kilgore at the time. "I saw that he was the guy to go to. He made a great first impression, and he did the work well. It's very important to know who's working on the car and the fact that they pledge to do a good job and do it right the first time."

Unfortunately, his latest trip to Burl's Collision Center resulted in a disagreement between the shop and Allstate – Barton's insurer since 1996 – over how to properly repair the vehicle. Barton, who has continued to use Burl's over the years due to the facility's OEM certifications and investments in proper equipment, stood by the shop's position on the matter throughout the process.

"This was about doing the repair the right way versus doing it the wrong way. Generally, when customers have an accident or have a car that needs to be repaired, they're looking at it from a perspective of, 'Well, I'm going to have to either pay for a rental car or get one. I'm in a hurry; this is going to interrupt my schedule.' None of that is part of my mentality. I would rather take enough time to get the repair done right than hurry up and try to fix it."

At the suggestion of Burl's Collision Center owner (and ABAT

President) Burl Richards, Barton elected to utilize the Appraisal Clause in his Allstate policy. With the help of Robert McDorman of Auto Claim Specialists\*, the Appraisal Clause process led to Barton driving away with a properly repaired vehicle while being made whole for his loss.

"Robert knows what he's doing; he knows things are going to turn out the way he predicts they'll turn out. It did in my case. This is a win for me, a win for Burl's Collision and a win for Auto Claim Specialists. I have no ill will toward Allstate; they approved of the way Burl and Robert said was the right way to repair my vehicle, so I'm a happy customer."

Pleased to finally have his vehicle back to pre-accident condition, Barton encourages his fellow consumers to take their time in selecting a repair facility that has the same level of expertise, experience, OEM certifications and state-of-the-art equipment as Burl's Collision Center.

"As consumers, we're bombarded by either TV or other media with ads for these big collision repair shops. I'm sure some of them are very good, but you can't go in with the attitude of, 'I don't care who fixes my car; I'm in a hurry.' It's better to do your own research, find somebody who's been to the shop before and base your decision on that."

*\*Read this month's Ask the Expert by Robert McDorman for his perspectives on the Appraisal Clause and Barton's repair. **TXA***