

Media Release

Survey of Nebraska Collision Shops Identifies Widening Disparities In Market Conduct Enforcement

Clay Center, NE April 23, 2009 – The Nebraska Autobody Association today released the results of its annual survey that invites shops to rate insurance companies on how they treat claimants.

NABA's most recent survey was based on the 2008 calendar year and asked repairers to rank insurers on a scale of 1-10 with 1 being the lowest (worst) rating and 10 being the highest (best) rating. State Farm Insurance with an overall rating of 8.73 stayed in the number one position, a spot it held for the past four years. Farmers Mutual Insurance, with a rating of 8.14, retained the number two position, while Farm Bureau moved up to the number three position with a rating of 7.47. American Family, with a rating of 6.64 moved, into the number four position and Battlecreek, with a rating of 6.55 edged up into the number five position.

The most troubling aspect of the survey is the huge gap between the top-rated insurer and the insurer at the bottom. "NABA's survey underscored the dramatic variance in how insurers treat their policyholders after a covered loss," said NABA Director Norbert Zaenglein. The gap between the highest (8.73) and lowest-ranked insurer (2.87) increased from 4.48 points last year to 5.86 points, a significant increase. "One would not expect such a dramatic variance in a well-regulated marketplace," Zaenglein said. "Such a growing gap is cause for concern and should prompt state regulators to review and rev up their market conduct enforcement programs."

The Nebraska Autobody Association is dedicated to promoting professionalism in the art of collision repair and treating the insurer and policyholder in a fair, honest and ethical manner. NABA's objective is to develop a cooperative and professional relationship between shops and insurers and strive for accurate compensation for work performed in the repair of collision damaged vehicles.