

# PUT DOWN THE PHONE!!

## LEARN HOW TO FILE AN ADALB COMPLAINT!

**FOR AASP-MA MEMBERS ONLY!**

MUST BE CURRENT IN 2017 DUES.



***Are you properly documenting your insurer and customer correspondence???***

***Get off the phone and begin including everyone in the repair process through written communication!!!***

Rick Starbard, owner of Rick's Auto Collision, Inc. and a board member of the Auto Damage Appraiser Licensing Board (ADALB), will be present to discuss the changes to the ADALB complaint procedures. Mr. Starbard will also discuss proper documentation of complaints. Mr. Starbard will be joined by Peter D'Agostino, partner of Lynch Associates, Inc. and a member of the AASP-MA executive team to assist shop owners with questions about the regulations related to licensed appraisers and their shops.

**When:** March 28, 2017

**Where:** Greater Lawrence Technical High School  
**(Room TBD)**

**Time:** 5:30pm-8:30pm

**Pricing:** \$35 (Members Only) \*

\*Please contact our office or visit [aaspma.org](http://aaspma.org) to learn how you can become a member today!!

### **REGISTRATION**

Please call the AASP-MA office at 617-574-0741 to register for this meeting.

**Deadline to register is Thursday, March 23 at 5PM.**

You **must** register with our office for this meeting **via phone call**. We cannot accept late or at the door registrations. All registrations are final. No cancellation refunds available.