



March 30, 2020

Governor Baker,

As the Executive Director of AASP-MA, the Alliance of Automotive Service Providers-Massachusetts, I am requesting your assistance during this critical time. The collision repairers and affiliated industries have been listed as an “essential business” and are eager to do our part to keep the motoring public safe and functioning. We have many members who have donated thousands of pieces of PPE to the medical community and first line responders working to minimize the impact and turn back COVID-19.

As part of our function in estimating and repairing collision damaged vehicles we place ourselves in harm’s way as there is no way to know if a vehicle carries the COVID-19 virus. We are taking every precaution by minimizing direct contact with vehicle owners, etc. The first line of defense we have other than the wearing of PPE is to properly and thoroughly disinfect every vehicle which we come in contact with before and after the repair is completed. This additional procedure required is a direct cost of repair of the vehicle. As such, it should be covered by the insurance policy sold to the vehicle owner.

Several insurers have elected to cover the needed procedure. Unfortunately, the majority of the insurance companies are refusing to do so claiming that it is unnecessary. It is these same insurance companies who no longer send their appraisers to personally view damaged vehicles for fear of exposing them to COVID-19, and yet have no issue with our industries’ employees being exposed doing their work. They have chosen to exploit the current condition, while jeopardizing not only our employees, but the vehicle owners as well.

AASP-MA is requesting that your office contact the Division of Insurance demanding that they issue a mandate to ALL insurers that they cover a reasonable

amount of time and materials for the proper disinfecting of ALL vehicles which a collision repair shop comes into contact with while we all work to stem the spread of COVID-19. In this time of crisis, insurers must put the public's safety ahead their desire for increased profits at the expense of collision repairers in Massachusetts.

Please take immediate action on this request, as every day the threat is increasing.

Sincerely,

A handwritten signature in black ink, appearing to read "Lucky", written in a cursive style.

Evangelos "Lucky" Papageorg

Executive Director, AASP-MA

617-574-0741