



THE COMMONWEALTH OF MASSACHUSETTS AUTO DAMAGE APPRAISER LICENSING BOARD

1000 Washington Street • Suite 810 • Boston, MA 02118-6200
(617) 521-7794 • FAX (617) 521-7475
TTY/TDD (617) 521-7490
<http://www.mass.gov/doi>

CHARLES D. BAKER
GOVERNOR

GILBERT W. COX JR.
CHAIRMAN

KARYN E. POLITO
LIEUTENANT GOVERNOR

JOSEPH COYNE
RICHARD STARBAR
WILLIAM E. JOHNSON
LYLE M. PARE

Agenda

**Agenda for the Auto Damage Appraiser Licensing Board Special Public meeting on
Wednesday, May 4, 2016 from 9:00 am, until 1:00 pm. at the Commonwealth of
Massachusetts Division of Insurance, 1000 Washington Street, Boston, Massachusetts,
02118 1st floor, Room 1-E.**

The topics to be discussed at the Special Board meeting of the Auto Damage Appraiser Licensing Board will be the following:

1. Call to order.
2. The Auto Damage Appraiser Licensing Board (Board) is considering changes to 212 CMR 2.00, the Rules and Regulations governing the licensing, registration, and conduct of Massachusetts motor vehicle damage appraisers. More specifically, the Board is considering updating these regulations to reflect changes in the industry since the last regulation update in 2008.

In advance of considering draft changes and implementing the formal regulatory amendment process, the Board welcomes interested members of the public to attend a special public meeting to provide input with regards to topics and possible changes the public would like the Board to consider addressing in the next regulation review. All sections of the regulations are to be considered for revision, thus all comments are welcome. Some of the topics to be considered for amendment which have been discussed at meetings of the Board include, but are not limited to: clarifying the language for conducting appraisals for less than \$1,500 by eliminating the phrase "less the deductible", clarifying language about "tear-downs" of motor vehicles by requiring notice to insurance companies and consumers before a tear-down of a motor vehicle occurs, clarifying language about the use of published manuals and electronic data systems, clarifying language about licensed appraisers removing a vehicle's safety inspection sticker and complying with the requirement of M.G. L. c. 26, § 8G, defining particular costs to be included in appraisals such as shipping and handling costs and delay costs in repair cycling time, when aftermarket parts are used appraisers must notify motor vehicle owners in compliance with M.G.L. c. 90, § 34R, changing the time an appraisal must be sent from within five business days to three business days from the

assignment of the appraisal, requiring a personal inspection of the motor vehicle for an appraisal for a total loss, changing the time an insurance company must inspect a motor vehicle when a supplementary appraisal has been made from three business days to two business days and expedited supplemental appraisals from two business day to one business days, and clarifying when a Completed Work Form is utilized the appraiser representing the insurance company and the appraiser representing the repair shop shall negotiate all costs without regard to an insurance company's direct payment plan/referral shop plan. To review the Board's thorough discussions about potential amendments to the Board's regulation, held during past meetings of the Board, interested members of the public can review the Board's minutes posted on the Auto Damage Appraiser Licensing Board's website at: <http://www.mass.gov/ocabr/licensee/license-types/insurance/individual-and-business-entity/licensing/mvda/>.

In addition, the Board welcomes the submission of written comments, which can be provided to the Board the day of the hearing or sent by first-class mail to: Auto Damage Appraiser Licensing Board, 1000 Washington Street, Boston, MA 02118-6200. Submissions by mail should be sent to the Board prior to May 1, 2016. Questions about this meeting should be directed to the Executive Secretary of the Board Steven Zavackis who can be reached at (617) 521-7432. Submissions can be emailed to: steven.zavackis@MassMail.State.MA.US.

3. Adjournment.

NOTE THAT PHOTO IDENTIFICATION IS REQUIRED OF ALL PERSONS ENTERING 1000 WASHINGTON STREET.

Reasonable accommodations or modifications will be provided to enable individuals with disabilities to participate in this meeting. All requests should be submitted to Executive Secretary Steven Zavackis no later than one (1) week prior to the meeting. While the Board will attempt to honor all requests, those requests received after that date may not be provided due to feasibility.