

# Auto Apprehension: Understanding Your Coverage Policies and Options

**Accidents happen.** When they do, drivers often turn to their auto policies to help pick up the pieces - literally.

In fact, a new survey from Chubb revealed the importance of an auto insurer’s role in the post-claim experience, with 91% indicating it’s essential or very important the car is repaired back to pre-claim condition.

And yet, according to the same survey, 82% of respondents say it’s very important or essential that their auto insurer pay for their vehicle to be repaired with the manufacturer’s original parts, yet not all insurance policies cover such costs.

 **Fast Fact:** Not all auto insurance is the same, and close to 40% of drivers don’t think their insurer would cover the highest level of safety when auto repairs are needed. If your vehicle cannot be safely repaired according to manufacturer’s specifications, Chubb will cover the vehicle as a total loss.

## Understanding Your Auto Insurance Policy

When an accident happens, what matters most is the safety of you and any passengers. But, for too many drivers, they’re worried about finding a repair shop that will be covered by their insurance.



**22%** believe they’ll be able to repair their car wherever they want, but will have to pay extra



**59%** of drivers think their insurer needs to approve where repairs will be done

 **Fast Fact:** Chubb allows you the flexibility shops to choose a dealership, local body shop, or Chubb-approved Masterpiece Auto Preference Services (MAPS) shops for repairs, which are pre-certified based on their skill and expertise. Should you choose a Chubb-approved shop, repairs are guaranteed for life.

Additionally, the report found that many drivers aren’t as familiar with the fine print of their auto policies as necessary, opening them up to potential risk down the road:



**32%** of respondents weren’t sure or didn’t believe their insurer would pay for their vehicle to be repaired with original parts from the manufacturer



**38%** of respondents weren’t sure or didn’t think their insurer covers a similar rental vehicle during car repairs



More than **half** of respondents would not be able to explain specific details and coverages of their policy

 **Fast Fact:** Understanding policy coverage is key. Chubb’s clients can purchase optional “agreed value coverage,” where the value of your car is determined and guaranteed before a loss. That means if your car is damaged beyond repair or stolen within the policy period, you get a check for that amount, regardless of age or mileage of the vehicle.