



July 10, 2018

Mr. Aaron E. Schulenburg
Executive Director
Society of Collision Repair Specialists
PO Box 909
Prosser, WA 99350

RE: Your Letter of June 21, 2018 to Director Larry Deiter

Dear Mr. Schulenburg,

I am writing in response to the referenced letter. I will provide answers to your questions as follows:

1. The South Dakota Division of Insurance is the regulatory agency that governs and supervises the business of insurance in South Dakota.
2. Claims settlement practices are part of our oversight.
3. There is no statute or rule that requires insurers and their insurance policies to recognize manufacturer documented repair procedures.
4. We believe it would be reasonable to expect OEM repair procedures to be covered as part of the loss.
5. We expect consumers to be notified of all the terms and conditions in their automobile policies.
6. If there is a dispute between a consumer and their insurance carrier the consumer can file a complaint with us and we will make every effort to bring the issue to resolution.

Regards,

Daniel R. Nelson
Assistant Director Property & Casualty