

Tips For Choosing Trustworthy Towing and Repair Services

Most companies won't try to take advantage of you, but here's how to spot ones that might.



1 What to know before you tow:

Use the TD Insurance Mobile App, MyInsurance or call us at 1-888-773-7022 for help.

Check your policy to see if roadside assistance is included.

Be wary of suspicious behaviour and get a quote before handing over your keys.

2 You're in control:

Here are some tips to help you choose a reliable tow truck service.

- You can ask to see a valid towing permit.
- Save copies of all paperwork, including the towing authorization form.
- Get quotes from all providers with itemized pricing.



3 Ask before you act:

Here are some questions to consider to help you make a decision.



- How much will the tow cost?
- How long have you been in business?
- What's the payment policy for repairs?
- Is a written contract provided for all repairs?
- What kind of warranty do you offer for repairs?

4 Common scenarios to watch out for:



Installing used parts but charging for new ones



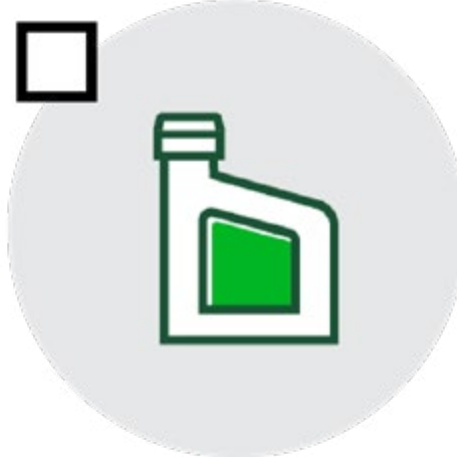
Charging excessive storage rates



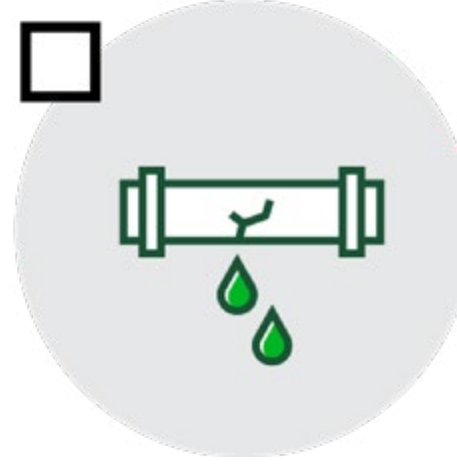
Raising the cost beyond the agreed upon quote



Suggesting the issue is worse than anticipated



Claiming car fluids need to be flushed



Finding a 'leak' in the engine

5 Choose the right help:



- Use the Locator Tool in the TD Insurance Mobile App to find a TD Insurance Auto Centre or preferred body shop near you.
- Ask for a referral from someone you trust.
- Read online ratings and reviews.

6 Know your rights:

- You're protected under the Consumer Protection Act.
- You have the right to refuse a tow for any reason.
- You can ask to see a valid towing permit.
- Body shops must give a written estimate or maximum amount before starting repairs.
- Body shops can't increase the final cost of the quoted price by more than 10% without your written consent.
- Body shops must tell you in advance if they're charging for an estimate.



Roadside help you can rely on:

Reach out if you have questions or if you think you've been taking advantage of. Contact us through the TD Insurance Mobile App, MyInsurance or at 1-888-773-7022. We'll assign you a dedicated TD Insurance Advisor and help you through every step of the claims experience. You can feel confident you'll be back on the road soon.