

Preferred Automotive Repair Technicians (PARTs)



Program FAQs

Agents & policyholders can now locate a pre-selected local automobile repair shop, streamlining the repair process to get vehicle owners back on the road sooner.

- **What is the benefit of this program?**
Maintaining the highest standard of automobile repair while reducing cycle time & expense in resolving claims.
- **How does it help settle claims more efficiently?**
The participating repairers are industry-leading professionals with many being I-Car Gold Class

certified, which means they have the most up-to-date training and equipment to repair today's increasingly complex vehicles

- **What is the agent's responsibility as part of this program?** Whenever possible, agents should offer claimants the opportunity to utilize our PARTs repair shop network.

Repair Shop Locator

• Easily locate a PARTs-participating shop near you from the Report a Claim page on unionmutual.com by entering your address and selecting preferred radius:

Find Participating Repair Shops Near You

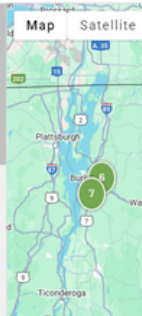
Zip Code Search Radius

Refine Your Shop Search

Your Zip Code / Address Search Radius

11 shops within 50 miles from the center of 05602

- Cody Chevrolet**
364 River St
Montpelier VT 05602
[Visit Website](#) 802-552-4574
- Woodbury Auto**
51 Gallison Hill Rd
Montpelier VT 05602
[Visit Website](#) 802-223-6283
- Xtreme Collision Center**
897 Brooklyn St
Morristown VT 05661
[Visit Website](#) 802-888-4565



Who manages the program for Union Mutual & where should agents go with questions?

Dena Bush, Auto Physical Damage Appraiser
dbush@unionmutual.com - (800) 671-8550 Ext. 644



Why choose a participating PARTs Shop?

- High customer satisfaction
- They will quickly schedule your damage evaluation or arrange towing if needed.
- They will explain the repair process and answer any questions you have.
- They will keep the vehicle owner and Union Mutual informed of the car's repair status.
- They will accept direct payments from Union Mutual when repairs are complete.
- Provide a limited lifetime warranty for all workmanship.



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