



KNOW

BEFORE YOU USE A TOWING SERVICE



Make sure the tow company provides:






- Proof it is licensed by the state
- Identification for the driver
- Documentation regarding the tow


Protect yourself >>>>

- Write down information about the tow truck including any markings and license plate number, as well as the name of the driver.
- Only sign an Authorization to Tow form or towing bill receipt.
- You are not required to sign an **Authorization to Repair** form in order to have your car towed.
- Read forms carefully before you sign! If you sign a **“Designated Representative”** form, you are giving the towing company authorizing to represent your interests with your insurance company. **You are never required to sign a “Designated Representative” form.**
- For any repair work on your vehicle, get the details in writing. **Never sign a blank form.**

Problems with a tow company for a tow that took place in Chicago >>>>

- Contact the towing company first in an effort to resolve the issue.
- If the company’s customer service or first-level support people are unable to resolve your complaint, **put your complaint in writing** to the company’s upper management or its owner.
- If your problem remains unresolved, **call 3-1-1** to contact the City of Chicago Department of Business Affairs and Consumer Protection.
- Depending on the severity of your complaint and the related costs, damage or loss, you may consider consulting a legal assistance agency or private attorney.
- Complaints may also be filed through the **Better Business Bureau.**

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 BUSINESS AFFAIRS
 CONSUMER PROTECTION