

# HOUSE . . . . . No. 1022

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## The Commonwealth of Massachusetts

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In the Year Two Thousand Nine  
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An Act relative to customers of automobile insurance..

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           Section 34O of chapter 90 of the General Laws, as appearing in the 2004 Official Edition,  
2   is hereby amended by adding at the end of subsection (b) the following words: and also provides  
3   that the insured is clearly defined as the claimant or customer and that only the claimant or  
4   customer may authorize repairs as required by Attorney Generals regulation 940 CMR 5.00.  
5   Such plan shall further state that the “claimant or customer” shall not mean the insurer involved  
6   in the claim or an employee, agent, repairer or a person acting on behalf of the insurer.