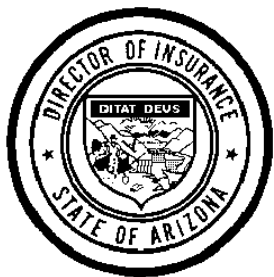


A CONSUMER GUIDE TO AUTOMOBILE INSURANCE



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The Department cautions consumers that this Consumer Guide is merely to provide basic information.

Details on the exact type and kind of insurance coverage needed should be obtained from the consumer's agent and insurance company.

The purpose of this guide is to encourage consumers to comparison shop for their automobile insurance.

Persons with a disability may request that materials be presented in an alternative format by contacting the ADA Coordinator at (602) 912-8402. Requests should be made as early as possible to allow time to procure the materials in an alternate format.

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Auto insurance is an expensive purchase for most Americans. No one wants to pay more for their auto insurance than they absolutely must. This brochure provides information to help make decisions that can lower the cost of your auto insurance and increase the value you receive.

To get the best value for your money, you must take responsibility for your auto insurance purchase and make your own decisions.

WHY SHOULD YOU BUY AUTO INSURANCE?

If you cause an automobile accident, you may be responsible for the losses of the other people involved. A claim may be made or a lawsuit filed against you for these losses. You may have to pay for the property damage you cause, and for the medical expenses, lost wages, and the pain and suffering of any injured person. The amount of money you may have to pay could be substantial.

If you do not have any insurance, your money, property and other assets may be taken to pay for these losses. Automobile liability insurance will help protect you so that this does not happen. Liability insurance also pays for a lawyer to defend you against any claim or lawsuit.

You can also buy insurance to cover damages for your injuries or damage to your automobile. These optional coverages will help pay for your losses whether or not you caused the loss.

WHAT AUTO INSURANCE COVERAGES ARE YOU REQUIRED TO BUY?

Arizona has a financial responsibility law. It is designed to make sure that any motorist licensed to drive in Arizona has insurance OR enough money to pay for damages to others that may be caused by an operator of a motor vehicle.

Bodily Injury Coverage

You **must** buy bodily injury coverage. Bodily injury coverage is a type of liability insurance. It pays for medical expenses, lost wages, and pain and suffering that you cause (for which you are legally responsible or liable) to others due to an automobile accident.

Bodily injury coverage **does not** pay for **your** medical expenses, lost wages, and pain and suffering from any accident. To pay for your injuries and expenses you may buy medical payments coverage, uninsured motorist coverage, and underinsured motorist coverage.

If you do not have any or enough bodily injury coverage and you cause an accident, a court may order you to compensate the people you hurt in the accident. To decide how much bodily injury coverage you should buy, you must decide **(1)** how much coverage you can afford to buy and **(2)** how much of your assets you would be willing to lose if you cause a serious accident. You must buy at least the minimum bodily injury liability limits, but you may buy coverage with higher limits.

The minimum required bodily injury coverage is:

- \$15,000 for the injury or death of one person in any one accident.
- \$30,000 for the injury or death of two or more people in any one accident.

Property Damage Coverage (split limits)

You **must** buy property damage coverage. Property damage coverage is a type of liability insurance. It pays for the property damage that you cause due to an automobile accident, including damage to buildings or other vehicles or their contents, and damage to fences and road signs.

Property damage coverage **does not** pay for damage to **your** vehicle. To pay for damages to your vehicle you may buy collision and comprehensive coverage.

You must buy at least \$10,000 of property damage coverage in Arizona, but you may buy coverage with higher limits.

Bodily Injury and Property Damage (combined single limits)

An insurer may sell a motor vehicle policy that combines coverages for bodily injury and property damage claims under one liability limit. In Arizona, you must buy at least the minimum liability limit of \$40,000 if you buy combined bodily injury and property damage

coverage. You may choose to buy coverage with higher limits.

Optional Uninsured Motorist Coverage and Underinsured Motorist Coverage

It is your choice whether to buy uninsured motorist or underinsured motorist coverages. Uninsured motorist coverage pays for medical expenses, lost wages, and pain and suffering caused by an uninsured driver, a hit-and-run driver or a miss-and-run driver. Underinsured motorist coverage increases your coverage for medical expenses, lost wages, and pain and suffering caused by a driver who does not have enough insurance to pay for these damages.

These coverages protect you, your family who lives with you, and your passengers. In most cases, your bodily injury coverage does not give you this protection. These coverages also protect you and your family who live with you when riding in someone else's vehicle, walking, riding a bicycle, or sitting on a porch.

Uninsured motorist and underinsured motorist coverages **do not** pay for damage to **your** vehicle or other property. You may buy collision coverage to pay for damage to your vehicle caused by an uninsured or underinsured driver.

Many drivers have no insurance or do not have enough insurance. The best way to protect yourself from damages caused by drivers who do not have insurance or do not have enough insurance is to buy uninsured motorist and underinsured motorist coverages.

You may buy uninsured motorist and underinsured motorist coverages in the same amounts or lower amounts as those you selected for your bodily injury liability coverage. You may not buy these coverages with limits lower than the minimum bodily injury limits required by law.

Optional Collision, Comprehensive and Medical Payments Coverages

Collision Coverage

State law does not require you to buy collision coverage. But if you borrowed money to buy your vehicle or leased, the lender or lessor may require you to buy this coverage. Collision coverage pays to repair, replace or reimburse you for property damage to your insured vehicle. It pays for

damage caused by a collision with another motor vehicle or with any other object, movable or fixed, including damages caused if your vehicle overturns. Collision pays for damages to your vehicle, even if an uninsured motorist or an underinsured motorist hits you or if you are responsible for the collision.

You may buy collision coverage with a deductible option. Your deductible will be the amount you agree to pay from your own pocket before your insurer will pay for any damage. You may also buy collision coverage with different deductible amounts for each vehicle covered by your policy.

To decide if you should buy collision coverage, consider the value of your vehicle. Also think about how you would pay to repair your vehicle if you do not buy this coverage.

Comprehensive Coverage (also known as "Other Than Collision" coverage)

State law does not require you to buy comprehensive coverage. But if you borrowed money to buy your vehicle or leased, the lender or lessor may require you to buy this coverage.

Comprehensive coverage pays to repair or replace your insured vehicle due to a loss caused by an event other than a collision. Comprehensive coverage pays for damage from many causes, including theft, vandalism, fire, water, hail, wind, falling objects or impact with a bird or other animal.

You may buy comprehensive coverage with a deductible option. Your deductible will be the amount you agree to pay from your own pocket before your insurer will pay for any damage. You may also buy full safety equipment coverage to pay to repair or replace the windshield, windows, mirrors, as well as the glass, plastic or other material used in the lights of the vehicle, without having to pay the comprehensive deductible. In addition, you may buy comprehensive coverage with different deductible amounts for each vehicle covered by your policy.

To decide if you should buy comprehensive coverage, consider the value of your vehicle. Also think about how you would pay to repair your vehicle if you do not buy this coverage.

Medical Payments Coverage

It is your choice whether to buy medical payments coverage. It pays for reasonable medical, hospital and limited funeral expenses for you or others injured or killed while driving or riding in your vehicle even if you are legally responsible for the accident. To decide whether to buy this coverage, you may wish to consider whether it would duplicate other medical coverage that you already have.

CHECK YOUR POLICY

The above descriptions are generalized. It is important that you check your policy to determine the precise terms of your policy.

HOW DO YOU SHOP FOR AUTO INSURANCE?

The only way you can make certain that you are not paying too much for your auto insurance is to shop around. You should find out what different companies charge for identical products and services. Prices for the same coverages may cost two or three times as much with one company as another. However, price is not the only factor.

Shop Around. The key to comparison shopping is to know what insurance coverages you need before you start and then to find out how much those coverages will cost from a number of insurers. Comparison shopping takes time but will save you money. When shopping for auto insurance premium quotations, it is crucial that you provide the same information to each insurance agent or company.

To give you an accurate quote, the agent or company will usually require the following information:

- The type of car you have.
- How many miles you drive to work.
- Any accidents or violations you have had.
- The age and driving history of all licensed drivers in your household.
- The location where the car is garaged.
- The coverages and limits you want.

Where to shop. Most insurance companies and many agents advertise. Check the newspaper and yellow pages of the telephone directory for companies and agents in your area. Contact your neighbors, relatives and friends for recommendations. Ask them about their experience regarding price and service, and ask them what kind of claim service they have received from the companies they recommend. By shopping around you can be certain that you are receiving an acceptable amount of service and coverage for your premium. To find out if an insurance agent or company is licensed in Arizona, call the Department of Insurance at (602) 912-8444 in Phoenix, (520) 628-6370 in Tucson or (1-800) 325-2548 statewide.

Compare rates. The Insurance Department publishes a premium comparison survey to assist consumers. We survey the insurance companies with regard to their rates for a number of locations and typical drivers. The premium comparison survey can only be used to give you a general idea of the available rates. For specific information, you must contact individual agents or companies. The premium comparison may help narrow your choices of companies you want to call.

Consider the company's complaint record. The Department of Insurance publishes a complaint study which indicates the number of written complaints the Department receives against an insurance company compared to the number of policies it has issued in Arizona. The figures used in the complaint study do not reflect a determination by the Department whether each complaint was justified. The comparison survey and complaint ratios are available on our web site at www.state.az.us/id or by calling (602) 912-8444; (1-800) 325-2548, or (520) 628-6370 in Tucson.

Ask about discounts. Here are some to look for:

Multiple Vehicles	Driver Education Courses
Good Student	Vehicle Safety Device
Anti-theft Device	Low Mileage
Good Driver/Renewal	Auto/Home Package

Consider higher deductibles. By requesting a higher deductible on your collision and comprehensive coverage, you may lower your premiums substantially.

Check for "Fringe" coverages. Many companies offer towing services or rental vehicle reimbursement coverage, and some offer non-insurance products

along with their insurance policies. Review coverages and products carefully before purchasing them.

Compare finance charges. Many Arizonans finance their insurance premiums. Some companies provide "in-house" financing; other arrangements involve banks or finance companies. Just as you compare premiums and coverage, you should compare credit costs.

Check for additional fees. Some companies and agents charge additional application and renewal fees that are not included in the premium. These fees can significantly increase the amount you will have to pay. For example, an agent might charge you for each copy he makes of such things as your driver's license, vehicle title or registration, evidence of prior insurance and even for a copy of the application you complete when you apply for coverage. Ask about these add-on fees, and comparison shop.

Complete your application before signing. Do not sign blank forms. After the application or any finance agreement is filled out, re-read it to see if everything is correct. Get a copy of it for your records.

Read your policy. When you get your policy, read it. Do not file it away without checking to see that the coverages, limits, premium and other information are correct. Also, read through the policy to know your rights and the company's rights. If you do not understand your policy, ask your agent or company to explain it to you.

WHAT TO DO IF YOU CANNOT FIND COVERAGE

Companies may choose the people they wish to insure. They may not refuse to insure you based on race, color, creed, national origin, or ancestry. If you are turned down by one company, check with others. All companies have different underwriting criteria and standards. Some companies specialize in low-risk (preferred) drivers while other companies specialize in high-risk (non-standard) drivers. The premiums charged will vary accordingly.

If you tried several companies and cannot find auto insurance coverage, you can call the Market Assistance Hotline at the Arizona Department of Insurance at (602) 912-8450 (Phoenix) or 1-800-544-9208 (statewide). The Hotline Monitor will help you try to find coverage.