

# Maryland Code regarding Vehicle Damage Adjusters – Prohibited Acts

## Maryland Code:

### Insurance

#### TITLE 10. REGULATION OF INSURANCE PROFESSIONS SUBTITLE 5. VEHICLE DAMAGE ADJUSTERS AND APPRAISERS

### Insurance – Prohibited Acts

#### § 10-503.

(a) An adjuster, appraiser, or insurance producer or employee of an insurer may not:

(1) recommend the use of a specific repair service or source for the repair or replacement of property damage to a motor vehicle without informing the claimant or insured that the claimant or insured does not have to use the recommended repair service or source;

(2) require that an appraisal or repair be made in a specific repair shop;

(3) require that a claimant or insured use a specific contractor or repair shop for a repair service or repair product; or

(4) intimidate, coerce, or threaten a claimant or insured to use a specific contractor or repair shop for a repair service or repair product.

(b) An adjuster or appraiser may not accept a gratuity or other form of remuneration from a repair service for recommending that repair service to a claimant or insured.

[An. Code 1957, art. 48A, § 490Q; 1995, ch. 36; 2001, ch. 731, § 1.]