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RS 1752 DPU Cert # 25488

Greetings from Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing!   
Attached is a copy of our policies, procedures, and pricing effective 02/01/2020. We strive to be transparent   
with all of our business practices. Due to the nature of emergency towing and recovery, road side discussions as to rates and services can be difficult to discuss at the scene. As such this packet is available to the public and sent to our accounts and insurance companies that operate in Massachusetts.

**Please distribute to your staff**.

We sincerely appreciate your support in this matter. 

**William E. Johnson**  
***President/CEO*** *Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing.*

**Our Locations:**

**650 New Ludlow Rd, South Hadley, MA 01075 *(Corporate Headquarters)***

31 St. Jacques Avenue, Agawam, MA 01001

147 Bay Road, Belchertown, MA 01007

24 Old Route 9 Cummington MA 01026

170 Main Street, Holyoke, MA 01040

90 Apremont Way, Westfield, MA 01085

Page 1 of 1



RS #1752

DPU Certificate #25488

**Policies, Procedures, & Pricing – Effective: February 01, 2020**

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **Company Representative:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Insurance Company/Appraisal Firm/Tow Company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Purpose of this Notice:** To inform the general public and business accounts, as well as insurance companies that write auto insurance in the Commonwealth of Massachusetts, of the policies, procedures, and charges that Pleasant Street Auto Body & Repair Inc. dba Hampshire Towing has in place.

**Source of Insurance List:** Massachusetts Division of Insurance price quote web page

**Source of Business accounts**: Internal records

**General Public:** Posted in all locations & legal notice in paper. Copies are available at the corporate office.

**Department of Public Utilities:** Copy has been sent

**Contact:** William E. Johnson, President

**Hampshire Towing Storage Lot Hours:** All locations are open from 9:00am-4:00pm, Monday through Friday, for appraisal & vehicle salvage pick-up (excluding holidays). (**Appointments are recommended to avoid waiting. Please call for holiday schedule.)**

**Shop Hours:** Mechanical repair shop and auto body office hours are 9:00am-4:00pm, Monday through Friday.

**Notice to All Insurance Companies and Appraisers**: Initial appraisals and supplements need to be processed and negotiated as the CMR’s state. Continued failure to do so will create a situation where a vehicle will not be released until the supplement has been written, agreed upon, and paid for. The appraisal written for negotiation purposes by the shop appraiser must be initialed by the appraiser representing the insurance company.

**Policies**

1

**Tow & Recovery Rates**: See attached sheet for all information.

21

**Vehicles open to the Elements**: All vehicles placed in the storage lot will be protected from the elements, i.e. broken windows, etc. We use collision/crash wrap to protect the vehicles’ interior and the owners’ possessions. The current charge is $16.98 per linear foot, installed. If you or your company does not want collision/crash wrap used, the vehicle can be placed indoors for storage. The current rate is listed on our rate sheet. If you or your auto insurance company do not want the vehicle protected, we will need the vehicle owner or CEO/President of the responsible insurance company to sign a Hold Harmless and Indemnification form stating the vehicle does not need to be protected. One is enclosed for your convenience.

31

**Environmental Compliance Policy as It Relates to Storage for Vehicles Emitting Fluids (Illicit Discharges)**: The policy is enclosed with all current pricing.

Page 1 of 2

**Motor Vehicle & Domestic Spills Policy:** The policy is enclosed with current sub-contractor response rate.

41

51

**Organizational Storage Container Fees:** Containers are used to store loose parts from motor vehicle accidents. A fee sheet is attached.

61

**Shop Labor Rates:** The up-to-date shop labor rates are attached.

71

**Storage Facilities:** Due to liabilities, we do not allow subcontractors into our storage facilities. The vehicle will be brought to the public area. Charges will apply (currently $108). If a subcontractor is allowed into the storage facility to transport a vehicle an escort fee will be charged.

81

**Visitor Sign-In Policy**: Our sign-in policy sheet pertaining to all visitors is attached. We expect the labor rates to be negotiated as the CMR’s allow it, as it is a part of the cost.

91

**Hold Harmless Release Policy**: Any individual and/or company allowed to perform their job duties on any of our premises may need to sign a release, or they will not be allowed on the premises. A hold harmless agreement is commonly used in a variety of business transactions. They are frequently used to limit liability between contractors and construction companies, as well as between product manufacturers, retailers, and distributors. Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing, has instituted this policy in response to the ever-increasing liability and insurance costs associated with owning a business and properties. Due to the nature of our business, we have employees from other companies performing their job-related tasks on our property. Their level of training and ability is not under our control. We have no information about any drug testing or criminal background checks (CORI) done by their employers. Whether or not they carry the proper insurance certification, such as Workers Compensation or Liability Insurance, is also unknown. Thank you in advance for your cooperation with this policy.

10

**Lien Notification Policy**: Enclosed is the lien policy which follows the Massachusetts General Laws. Current certified mail and administrative pricing is included in policy.

11

**Payment Policies**: We require a Direction to Pay (DTP) to be signed by the registered owner allowing Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing to be paid directly by the responsible insurance company. This policy is enclosed. We will not accept any check that says “*Paid under Protest*”, “*Final Payment*” (if it is not the final payment), or any other verbiage that is not pertinent to cashing the check or for record keeping of the claim. Checks will be accepted by approved accounts only at the CEO/Presidents sole discretion. A signed DTP Form does not absolve the owner of the vehicle of responsibility for payment. The vehicle owner is ultimately responsible for payment.

12

**Vehicle Release Policy:**  No vehicle will be released from the storage facility without a written release from the registered owner. A police release may also be required.

13

**Complaint Policy:** All complaints must be put in writing. The complaint policy is attached.

**All policies, procedures, and pricing are subject to change at any time at the discretion and approval of the President/CEO.**

*It is our hope that, with the attached policies, you and/or your company will have a better understanding of the way we run our business. Thank you for your cooperation in these matters.*

Page 2 of 2



**Consensual, Non-Consensual, & Recovery Towing Rates**

Commercial vehicles may be partially regulated. Each incident is different.  
Fuel Surcharge applies to all fuel related services using DPU Index. DPU Certificate #25488  
High-end, altered, & specialty vehicles may incur additional charges.

**\*Light Duty Wreckers/Car Carriers, Towing & Road Service Rates, refer to separate charges on scene labor:  
• Consensual Towing Rate:** $96.50 day 6am-6pm / $119.50 night 6pm-6am  
 $7.50 per loaded miles plus fuel surcharge

**• Immediate & specialty Tow Rate:**  $148.75 per hour port to port/plus fuel surcharge

\*equipment transport, motorcycles, specialty vehicles, emergency towing and transport\*

**• Non-Consensual Towing Rate:** Rates per 220 CMR 272.00

**•** **Recovery/winching Rate**: $277.75 per hour, (4) hour minimum (\*fuel surcharge may apply)  
 this includes waiting or working time on scene

**\*Med Duty Wreckers/Car Carriers**, **Towing & Road Service Rates, refer to separate charges on scene labor:**  
**• Consensual Towing Rate:** $165.75 hourly plus fuel surcharge

**• Immediate & specialty Tow Rate:**  $298.75 hourly plus fuel surcharge

\*equipment transport, motorcycles, specialty vehicles, emergency towing and transport\*

**• Non-Consensual Towing Rate:** Rates per 220 CMR 272.00

**•** **Recovery/ winching Rate:** $527.75 per hour, (4) hour minimum (\*fuel surcharge may apply)  
 this includes waiting or working time on scene

**\*Heavy Duty Wreckers, Crane/Boom Truck, Tractors and Service Truck, Towing & Road Service Rates:**  **• Consensual Towing Rate:** $225.75 hourly plus fuel surcharge

**• Service Truck**: Monday-Friday, 8am-4.00pm: $149.50  
 Nights (after 4pm), Weekends, and Holidays: $227.24

**• Immediate & specialty Tow Rate:**  $347.75 per hour, plus fuel surcharge (IE: class A RVs, cement mixers,

trash trucks, logging trucks, large motor coach buses etc. The on call supervisor needs to be called)

**• Non-Consensual Towing Rate:** Rates per 220 CMR 272.0

**• Recovery Rate (Heavy Duty & Crane/Boom Truck):** $727.75 per hour, (4) hour minimum  
**•** **Heavy Rotator** $1750.00 min response fee, $1250.00 per hour with 2 hour min  
**•** **Recovery Rate, Heavy Service Truck &tractor only:** $426.75 per hour, (4) hour minimum***\*If hourly rates are not used En route mileage may be charged on any & all services.***

* **Two hour minimum 6pm-6am**
* **Hourly Rates Are Port to Port Page 1 of 2**

*Fuel surcharge applies to all fuel related services, consensual and non-consensual (as per DPU monthly rated index)*

**Scene Supervisor:** $279.50/hour 4 hour minimum

*All rates need to be combined with DPU rates if public authority is requester of service AND the vehicle was towed to one of our storage lots.*

**Separate charges:**• 1 Removal of drive shaft: Included with hourly rates, add $159.50 per hour if hook rates are used

• 2 Air hook-up: Included with hourly rates, add $159.50 per hour if hook rates are used

•3 Removal/pull axle: Included with hourly rates, add $159.50 per hour if hook rates are used

•4 Remove bumper: Included with hourly rates, add $159.50 per hour if hook rates are used

•5 Remove air foils: Included with hourly rates, add $159.50 per hour if hook rates are used

•6 Heavy Tilt Trailer: Detach trailer or trucks (same as heavy), (4) Hour Minimum

•7 Fork lift or skid steer: Flat Fee $787.50, plus transport to scene

•8 Laborer on scene: $139.50 per man hour (recovery 4 hour minimum)

•9 Arrow Board: $397.50 per day or any portion, plus transport each way

•10 Light Tower $397.50 per day or any portion, plus transport each way

•12 Box Trailer for load transfer: Per invoice

•13 Refrigerated Trailer for transfer: Per invoice

Special services/circumstances will be billed accordingly.  
Special circumstances may require the addition of administrative fees  
Tractor trailer units utilize a medium space for tractor and heavy for trailer

**Hampshire Towing Lot Hours, All Locations: Closed Holidays**Monday – Friday: 9:00am to 4:00pm **(Appointments strongly suggested**)Saturday & Sunday: 1:00pm to 5:00pm, Vehicle owners only and by appointment only *After-hours fee of $85.00 will apply all other times outside of the above hours. Fee includes 30 minutes in the storage lot.*

Regulated, Non Consensual Storage per MGL c159 s6B, Passenger & Motorcycle outside storage: $35 per 24 hours

Holidays, Nights and weekends may result in an overtime rate of 1.25% being assessed on fees

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| --- | --- | --- | --- |
| **Storage for all classes of service (Calendar day)**  **(Commercial vehicles not regulated for storage)** | **Light / Private** | **Medium** | **Heavy Duty** |
| Outside storage, per day rate (per unit) | $75.50 | $99.50 | $127.50 |
| Inside storage, per day rate (per unit) | $109.50 | $142.75 | $185.50 |
| Containment Area: Containment policy available upon request. | $119.75 | $155.75 | $202.75 |
| **Storage for Specialty Items** *Specialty Items Vary: To Be Determined* | **Outside** | **Inside** | **Containment Area** |
| Motorcycles, ATVs, Snowmobiles, etc. | $42.00 | $63.00 | $71.25 |

Page 2 of 2

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**Environmental Compliance Policy**

This policy pertains to the storage of all motor vehicles for Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing. This policy is for all vehicles that are emitting fluids (illicit discharges).

All vehicles entering the facility that are leaking or emitting contaminants will be placed in the Amber Scene Clean indoor collection containment area, where the following will happen:

1. After a vehicle is placed in the collection containment area, a determination will be made if the leaking contaminants will be drained and then the vehicle will then be placed into general outside storage. Some vehicles may need to stay in the containment area due to the severity of damage. (Pictures need to be taken and emailed to hamptow@gmail.com).
2. Vehicles placed in containment area after regular business hours will be conditioned and prepared at the company's earliest convenience (if at night - the next day, if on a weekend day – the following Monday, if on a holiday – the next business day). If the situation warrants immediate attention, additional charges will apply.
3. An inventory of the environmental services performed will be detailed on a windshield sticker. A supervisor must then inspect and review what was done and initial the windshield sticker.
4. Once the vehicle is deemed environmentally safe for outdoor storage, vehicle will be placed into Hampshire Towing's outdoor population of stored vehicles.
5. All on premise stored vehicles must comply with this policy and will be treated equally.
6. A complete billing of the services will be attached to the repair order or tow ticket and will be paid before leaving the premises.

Please refer to the Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing Motor Vehicle and Domestic Spills Policy for additional information. **Charges for Environmental Prep Services**

• Collection Storage Area: $119.75 Light duty/$155.75 med duty/$202.75 HD  
• Rate for Draining Contaminants & Additional Preparations: $128.80 per hour  
• Immediate Attention (Nights, Weekends, Holidays): Regular rate ($128.80) x1.5 • Charge to Move Vehicle to General Population: $108.00 Flat fee

**Page 1 of 1**

**Page 1 of 4  
Pleasant Street Auto Body and Repair inc./Hampshire Towing Motor Vehicle and Domestic Spills Policy:**

The requirements of the Domestic Spills Policy apply to all staff.

Why?

Spills (illicit discharges) must be contained and cleaned up in a manner that causes no increased risk or potential risk to human health, the environment, and/or property, and must be handled in compliance with Department of Environmental Protection (DEP) requirements and state and federal regulations.

What do I need to know?

Workers are authorized to respond to spills only if all these conditions are met.

1. Handling the spilled material is already in their work planning and control documentation.
2. The appropriate personal protective equipment (PPE) and spill response material is available.
3. It is safe to do so.

Purpose

The purpose of this program is to ensure all spills are contained and cleaned up in a manner that causes no increased or potential risk to human health, the environment, and or property.

Roles and Responsibilities

Functional roles and general responsibilities for each are listed below. More detailed responsibilities as well as when they apply are provided in the procedure and requirements.

The roles may be performed by one or more individuals and one individual may play more than one role, depending on the structure of the organizations involved and responsibilities that need to be delegated.

Role 1: Worker/Wrecker Operator

• Report all spills to dispatcher. The dispatcher will call Amber Scene Clean Inc. or other appropriate sub-contractor.

• Follow proper spill response actions and never attempt to control or clean up a site that poses a risk to human health, or take action in a situation where there are unknown hazards, or where the operator has not been trained and authorized to handle and mitigate these materials by way of a known response plan.

• Wear appropriate personal protective equipment (PPE) and use compatible spill response materials.

Role 2: Supervisor

• Ensures workers know the notification protocol and carry it out properly.

• Ensures workers know how to assess spills and are aware of which types of spills they are authorized to address.

• Ensures that work planning and control documentation includes spill hazards and mitigation measures applicable to their job description and that workers complete required training.

Role 3: Worker/Wrecker Operators

• Provide traffic control and/or cordon off a spill area as needed.

• Assist emergency responders as needed.

**Page 2 of 4**

Role 4: Subcontracted Company

• Provides containers, cleanup material, and equipment to contain spills.

• Provides guidance for spill equipment.

• Arranges cleanup of non-emergency spills as needed.

• Responds to spills during business hours and non-business hours.

• Provides oversight of subcontracted spill responders.

Role 5: Safety Manager

• Assists personnel in identifying spill prevention measures.

• Reviews construction plans for spill prevention controls.

• Documents and evaluates the environmental impact of spills.

• Prepares follow-up written reports as required.

• Identifies corrective actions resulting from a spills incident investigation.

**Definitions**

• Discoverer: Person(s) who discovers spill and takes appropriate actions (compare with responder and emergency responder).

• Hazardous Material: Any material that, because of its quantity, concentration, or physical or chemical characteristics, poses a significant present or threatened hazard to human health and safety or to the environment if released into the workplace or the environment.

• Material Safety Data Sheet (MSDS): Document produced by chemical manufacturers and importers to relay chemical, physical, and hazard information about specific substances. After June of 2015, this will be known as Safety Data Sheet (SDS).

• Personal Protective Equipment (PPE): Any equipment needed to protect one’s self from harm. This includes, but is not limited to, gloves, boots, respirator, overalls, communication devices and safety glasses.

• Responder: Person(s) who takes appropriate actions to minimize impact of spill in accordance with their work planning and documentation (compare with emergency responder).

• Responder, emergency: Person(s) with the training and medical surveillance equipment required to respond to chemical releases that could expose them to health hazards, such that the releases are controlled and cleaned up in a safe and healthful manner so as not to endanger themselves or other employees.

• Spill: The release of any material that results in an increased risk or potential risk to human health, the environment and/or property.

• Spill, Non-emergency: No potential exposure risk to human health, there is no uncontrollable imminent threat to the environment, and:

* The spill consists of a material the material and potential hazards of which are known.
* The spill can be cleaned up with readily available spill response cleanup equipment and supplies.
* The spill is not in the travel lane of a highway and it is under ten gallons.

**Page 3 of 4**

• Spill, Emergency: There is a potential exposure risk to human health or an uncontrollable imminent threat to the environment, and any of the following apply:

* The spill consists of material that has hazards unfamiliar to personnel.
* The spill is regarded by personnel as posing a potential exposure risk to human health.
* The spill contains a significant amount of hazardous material that cannot be prevented from migrating into a storm drain or waterway.
* The spill is in the travel lane of a highway.
* The spill is over ten gallons.
* The spill has potential to be a public safety hazard.

**Response, Cleanup, and Reporting Procedure**

Purpose

The purpose of this procedure is to ensure spills are handled in a safe manner and properly reported. This procedure covers response, cleanup, and reporting for all types of spills. It applies to all workers discovering and responding to spills and their supervisors.

Procedures

The discoverer is the person who discovers a spill. The responder is the person who responds to and/or cleans up a spill. In some cases these two roles are played by the same person; in others, by different persons.

It is essential that only workers who have already been authorized via work planning and control to handle the spilled material and completed necessary training act as responders.

**Notification/Reportable Over Ten Gallons**

1. **Emergency Spills**

A spill is an emergency when it poses a threat to human health or the environment, is over ten gallons, is in the travel lane (in this instance, skip step one, & use step two) of a highway, or has the potential of flowing into a waterway. Emergency spills must be handled by external emergency hazardous materials responders.

Step 1 – Discoverer  
• Discoverer calls 911 immediately from a safe location and provides the following information to the operator:

- Location - Any injuries - Spilled material description - Quantity spilled

Step 2 – Discoverer

• Discoverer calls Hampshire Towing Dispatch to report the spill.

Step 3 – Dispatch

• Dispatch calls sub-contractor Amber Scene Clean 413-467-2200

Step 4 – Dispatch

• Dispatch calls sub-contractor for a licensed site professional, equipment and services that Amber Energy Inc., dba Amber Scene Clean cannot handle. **Western Mass Environmental LLC. 1-866-662-2622**

2**. Non-Emergency Spills**

A spill is a non-emergency when it is not life threatening and will not result in serious environmental damage.

Step 1 – Discoverer

• Discoverer notifies supervisor. Goes to step 2 immediately if supervisor is unavailable.

Step 2 – Discoverer

• Discoverer calls dispatch and reports: - Location- Any injuries - Spilled material and Quantity spill

**Page 4 of 4**

Step 3 – Dispatch  
• Dispatch calls sub-contractor: Amber Scene Clean at (413)467-2200

**Rates**

* Emergency Readiness Fee (E.R.F.): $218.00
* Trained Supervisor: $298.50 per hour
* Trained Laborer: $155.50 per hour
* Nights, Weekend, and Holiday (N.W.H) Fees: Regular fee x1.5

Additional fees apply: Materials, disposal, and applicable taxes, etc.

**3. Spill Response and Cleanup**

Step 1 – Discoverer

• Discoverer prevents passerby from entering the spill area.

Step 2 – Discoverer

• Discoverer proceeds to clean up spill and proceeds to step 3 only if all of the following conditions are met:

* Discoverer is already authorized via work planning and control to handle spilled material.
* Appropriate personal protective equipment (PPE) is available.
* Compatible spill response material is readily available in sufficient quantity.
* Cleaning up the spill is safe.

If any of these conditions are not met, the discoverer must not attempt to clean up the spill, stays in a safe area, and waits for specialized responders.

Step 3 – Responder

• Responder takes the following steps as needed:

* Requests any needed spill cleanup materials and waste containers.
* Refers to material safety data sheet (MSDS) for applicable PPE and hazard information.
* Refers to spill kit instructions
* Prevents spilled material from entering storm drains by placing berms or other suitable material.

Step 4 – Sub-Contractor   
• Sub-contractor provides requested spill cleanup materials and waste containers

Step 5 – Sub-Contractor

• Sub-contractor captures all impacted media

* May involve spreading absorbent material on entire spill area.
* If spill area impacts an unpaved surface, sub-contractor removes all affected soil.

Step 6 – Sub-Contractor

• Sub-contractor places all spilled material and absorbent material in provided waste container(s).

* Note: Sample analysis may be required to determine appropriate disposal.

Step 7 – Sub-Contractor  
• Sub-contractor unplugs storm drains, floor drains, and sink drains, if applicable.

Step 8 – Sub-Contractor

• Sub-contractor ensures PPE and spill cleanup equipment are appropriately managed

* Decontaminates equipment as needed.
* Places disposables and expendables in appropriate waste containers.

Step 9 – Sub-Contractor

• If needed, the sub-contractor requests waste container pickup and calls a Licensed Site Professional (LSP) if needed (this applies when clean-up is 10 gallons or more).

Step 10 – Sub-Contractor

• Sub-contractor arranges for waste pickup and management.

Step 11 – Spills Program: Manager or Sub-Contractor

• Manager or Sub-contractor ensures reporting requirements are met.

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**Organizational Storage Container Fee**

Organizational Storage Containers are used when loose parts or property need to be contained. Primarily they are used for wrecks when parts and components are ripped off in an accident; as per our company policy, the parts will not be placed inside of a vehicle. The OS containers are also used for storing parts in a tear-down while a vehicle is still in the estimating/repair process.

Flat Fee for O.S. Container: includes forklift use and labor $74.75 this fee will be a onetime fee for the duration of a vehicle’s stay at the storage and /or repair facility.

To all Hampshire Towing staff: We are incorporating the above policy and related fee in the management of our shop and storage facility. The purpose is to limit trip hazards in the storage yard. Also, this procedure will properly inventory the parts to the appropriate vehicle. Lastly, we will also limit employee workers compensation claims as the parts will be in a palletized unit and will limit the manual lifting and moving of the parts and debris from the casualty vehicle.

Page 1 of 1

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**Shop Labor Rates**

RS #1752

Mechanical, Auto Body, & Refinish Cars & trucks under 9,999GVW

**$112.98 per hour**

Mechanical, Auto Body, & Refinish Trucks 10,000-14,500 GVW

**$112.98 per hour**

Mechanical, Auto Body, & Refinish Trucks 14,501-25,999 GVW

**$139.98 per hour**

Mechanical, Auto Body, & Refinish Trucks 26,000 GVW & Up

**$139.98 per hour**

Refinish material is calculated at a minimum of $44.00 per re-finish hour. This shop is now using waterborne materials which is noticeably more expensive than solvent borne material and accurately reflects our cost of doing business as well as the ability to serve your professionally. *Mitchell or PPG cost system may be used.*

Frame & Uni-Body Set-Up and Pull: Add $20.00 to posted hourly rate

Glass Rate: Same as mechanical, auto body, & refinish rates.

*Since we do not participate in any specified vendor program, we do not offer any glass discounts.*

Vehicle Tire Alignment 9,999 GVW and lower $115.98/ 10,000 GVW and above the hourly rate applies.

Page 1 of 2



**All persons employed or sub-contracted with a company must sign-in or access will not be granted! (Parts & Tools vendors are exempt)**

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**Hold Harmless & Indemnification Agreement**

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby assumes all liability and holds harmless Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing, its officers, agents, and employees.

We agree to indemnify and hold harmless all aforesaid parties from any claims, suits, or causes of action, including reasonable attorney’s fees for the defense therefore arising from not protecting the vehicle from inclement weather (covering broken windows, covering sunroofs, etc.) for vehicles that are in the car, custody, and control of Pleasant Street Auto Body & Repair Inc., dba Hampshire Towing.

Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_



**Lien Notice Policy – Police Ordered Tows**

**• Lien Process Fee:**Research and verify the last registered owner (LRO).The lien processing (LP) fee of $15.98 is added to tow slip. **IT IS VERY IMPORTANT TO CONFIRM THE LRO FROM THE VIN, NOT THE PLATE #.** To avoid sending the notice to the wrong person, per the Massachusetts General Laws, it is important to follow the lien process. The notice is to be sent to the LRO only. Do not send to the lien holder or insurance company.

**• 1st Notice:**Certified mail, return receipt. Will be sent out within 3-7 days from date of tow or after proper notification by police or other source. Make sure that you fill out all of the boxes on the form and sign the notice as well. We charge $28.00 for the notice, plus the cost of mailing: $6.95 + $28.00 = $34.95.

**• 2nd Notice:**   
Certified mail, return receipt. Sent out 60 days after date of tow to the LRO. Same charge of $34.95.

**•Vehicle Posting and Newspaper Publication:**   
Advertise in local paper at least 21 days after 2nd notice. It needs to be advertised for 3 consecutive weeks. There is a $450.00 administration & advertising fee for posting of vehicles online and newspaper ad.

**• 5 day Notice to Chief of Police:**   
Send notice to the department from which the tow originated 5 days prior to the auction with a copy of the newspaper legal notice.

**• Affidavit of Sale Form:**   
Fill out when the car is sold at auction. This is self-explanatory. The original goes to the buyer of the car.

**• RTA:** This Massachusetts Registry form needs to be completed if the vehicle will be registered.

**• Bill of Sale:** Customer gets an original bill of sale with Hampshire Towing letterhead.

Page 1 of 1



September 13, 2003

To: All vehicle owners, insurance company employed and independent insurance adjusters,

lawyers, & private investigators.

Re: Direction to Pay Form (DTP)

To Whom It May Concern:

In March of 1990, the Massachusetts Legislature enacted a change in MA General Laws Chapter 90, § 34-0. The third paragraph of that law states, *“An insurer shall not make a payment to an individual seeking to collect payment under the provisions of this section, unless the individual has presented a signed direction to pay, on a form described by the Commissioner for the loading, unloading, and storage of the damaged vehicle to the legally entitled certified carrier or garage-man. All payments to any such certified carrier or garage-man shall be made in accordance with the requirements of the completed work claim form as prescribed in this section.”*

As you can see, this law has been in effect for a number of years. However, it has been my experience that this law is very difficult for towing companies to put into practice.

Effective Monday, December 1, 2003, ALL owners of vehicles that have been involved in an automobile accident whose vehicles are towed by us to our storage facilities will be REQUIRED to sign a direction to pay (DTP) form, directing the responsible insurance company to pay towing and storage charges directly to us. We will not discriminate between car owners that are insured and those that are claimants. ALL owners of ALL damaged vehicles will have to sign the DTP form PRIOR to the insurance appraisal. NO EXCEPTIONS!

We will not allow ANYONE, with the exception of law enforcement, to inspect, investigate, or photograph an accident-damaged vehicle unless the DTP has been signed.

I am notifying you of this change in business policy with plenty of advanced notice to make the change goes smoothly for both of us. You will need to call us before coming to look at the vehicle to make sure the owner of the vehicle has signed a DTP and to make sure we still have the vehicle. We will do our best to get all owners of damaged vehicles to sign the DTP when they come into our office. If the owner of the vehicle has not signed a DTP, we will advise you of that fact. It is not our intention to make your job any more difficult than it already is. We are just trying to collect revenue that we are legally entitled to. We don’t want your staff to make an unnecessary trip. That is why it is very important that your staff call about the status. All of this may seem objectionable at first, but once it becomes habit it will all go smoothly.

Again, we are not trying to make your job more difficult, and we will endeavor to have the vehicle owner to sign the DTP before you call to minimize any inconvenience on your part. If you have any questions or concerns, please feel free to give me a call, I would be happy to discuss this matter with you at (413) 534-5373.

Sincerely,

William E. Johnson

*Hampshire Towing*

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**Complaint Policy:**   
Towing Division, Collision Center, Mechanical Shop, & Used Cars

If you have a complaint against Pleasant Street Auto Body & Repair Inc., DBA Hampshire Towing, please submit a written complaint to the President/CEO, William E. Johnson, at the corporate office in South Hadley, MA.

**Verbal complaints will not be accepted!**

**Complaints addressed to any other employee will not be recognized!**

**Complaints addressed to “Whom It May Concern” will not be recognized!**

* **Towing Rates Public Authority**: The rates specific to the transportation of a motor vehicle that has been towed without the permission of the owner/operator, also called an “involuntary” tow, within the state. A police-ordered tow or trespass-tow are examples of “involuntary” tows. The maximum rates allowed for an involuntary tow are established by the Department of Public Utilities through 220 CMR Section 272.00. If the complaint is a about a Public Authority Tow, you may also file a complaint with:

Massachusetts Department of Public Utilities (DPU)   
Transportation Division  
One South Station  
Boston, MA 02110  
Phone: (617) 305-3559 Fax: (617) 478-2598

* **Other Towing Issues:** Most ancillary charges, sub-contract charges, commercial plated vehicles, & customer requests are not regulated by the DPU. You may still send a letter of complaint to William E. Johnson, or you can contact:

The Insurance and Financial Services Division, who provides a specialized hotline   
(888) 830-6277 and mediation service to consumers who are having difficulties with insurance and/or investments.

Commonwealth of Massachusetts   
Division of Insurance  
[1000 Washington St](http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=1000+washington+st+boston,+ma&sll=42.345699,-71.064785&sspn=0.010245,0.009699&ie=UTF8&hq=&hnear=1000+Washington+St,+Boston,+Suffolk,+Massachusetts+02118&ll=42.344938,-71.055708&spn=0.012132,0.027831&z=16), Suite 810  
Boston, MA 02118-6200

* **Collision Center, Mechanical Shop and Used Car Divisions:** You may send a correspondence to the President/CEO, William E. Johnson (as stated above) or to:  
   Office of Consumer Affairs and Business Regulation   
   10 Park Plaza, Suite 5170   
   Boston, MA 02116 Phone: (617) 973-8700 Toll Free: (888) 283-3757

**Page 1 of 2**

Pleasant St Auto Body and Repair Inc.

DBA Hampshire Towing

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There may be other state agencies that may be able to help with additional issues. We at Pleasant Street Auto are truly committed to satisfying the consumer. Of course, if an issue cannot be resolved, there is always the legal system. The Collision Center is not a referral shop for any insurance company; we are truly looking out for your interests and we will educate you about your rights as it relates to Massachusetts rules and regulations under your auto policy.

***In your written complaint, please include your name, company name (if applicable), the President/CEO or owner of the company, address, daytime phone number, best time to call, fax number (if available), and a complete description of the complaint. Also, please include all pertinent documents, including tow slips, invoices, bill of sale, claim forms, and/or correspondence relating to your complaint. Any memos /notes / emails etc., will help in the resolution process. If there is a monetary discrepancy, please indicate the line item, amount, and reason why it should not have been charged. Please list what Massachusetts General Law or Code of Massachusetts Regulation was violated and why.***

***As stated, you can send your written complaint by U.S. Mail:****William E. Johnson, President/CEO   
Pleasant Street Auto   
650 New Ludlow Road   
South Hadley, MA 01075*

*Or fax to: (413) 536-6003*

*All complaints need to be signed under pains and penalty of perjury*

**Page 2 of 2**