



WHY JOIN THE IABA ?

E D U C A T I O N – P R O F E S S I O N A L I S M – U N I T Y

INDIANA AUTO BODY ASSOCIATION

- Network with Professionals Within Our Industry
- Educational Programs—Technical, Management, and Personal
- Discounted Membership Benefits and Programs
- Improvement of Ourselves and Industry

In being part of your industry's association, it is a very important commitment to change what has been, to what it needs to become ... the future is definitely not written, but is determined what we all do today in the present.

A common issue is often people complain about how things are, but do little to make them change. This is foremost the cause of failure in any organization and a future that is not desired.

Be part of our Mission ... to Promote Professionalism and Consumer Awareness of the Automotive Collision Repair Industry in the State of Indiana. We can't do this alone ... it takes the leaders of our State, such as yourself, to make this happen.

A mission achieved provides value ... we encourage you to be part of this great journey.

Join Us... The Time is Now !

IABA Dues Structure

The dues for shops, industry related, and educational members are posted on the IABA website.

Sponsorship Levels are also available and can be provided upon request.

INDIANA AUTO BODY ASSOCIATION

IABA
PO Box 532364
Indianapolis IN 46253

Phone: 317 290-0611 x88
Fax: 317 290-0633
E-mail: Director@IABA.info
www.IABA.info

IABA Code of Ethics

- Conduct all business practices in a lawful and professional manner.
- Recommend only proper collision repair procedures and explain to the customer why these are required to correct the collision damage.
- Offer the customer a price estimate for the work to be performed.
- Obtain prior authorization for all work, in writing or by other means satisfactory to the customer.
- Notify customer if appointments or completion dates cannot be kept.
- Furnish an itemized list for all parts and services, priced fairly, which identifies and used or re-manufactured parts.
- Exercise reasonable care of customer's property while being repaired.
- Maintain a system for fair settlement of customer's complaints.
- Cooperate with all established consumer complaint mediation activities.
- Maintain a high quality level of collision repair.
- Cooperate in a good business manner with insurance company representatives and make a sincere effort to provide available and affordable service to the motoring public.

