

## Instructions for Agents

### You may assign appraisals on first-party losses:

**In-state Losses:** If the vehicle can be safely driven, assign the appraisal to a convenient Drive-in location included on this list. When using "quick eClaims" to report a new loss, select the "Drive-in appraisal" option located under the "Appraisal Assignment" section. If the vehicle cannot be safely driven, assign the appraisal to a firm listed below or select the "Automatically assigned by eClaims" option under the "Appraisal Assignment" section.

**Out-of-state Losses:** When using "quick eClaims" to report a new loss, select the "Automatically assigned by eClaims" option under the "Appraisal Assignment" section and include all of the requested information for the vehicle location.

**Re-inspection Stations (RS).** All Drive-in locations are re-inspection stations.

**Motorcycle Appraisals (MC).** Call a VIP Center or an Independent Appraiser's main office for a motorcycle appraisal appointment. Motorcycle appraisals are not available at all Drive-in locations.

**Stated Value Appraisals (SV).** Call an Independent Appraiser's main office to schedule a stated value appraisal.

## Safety VIP Drive-In Centers

Center	City	Telephone	Fax
<b>North Shore VIP Drive-In (MC)</b>	<b>Danvers</b>	<b>Tel: 877-951-1435</b>	<b>FAX: 978-777-0180</b>
<b>South Shore VIP Drive-In (MC)</b>	<b>Braintree</b>	<b>Tel: 877-951-1435</b>	<b>FAX: 781-849-0175</b>

## Independent Field Appraisers

Center	City	Telephone/Fax	Center	City	Telephone/Fax
Advanced Appraisal Service (SV, MC)	Marlboro	508-485-2212 FAX: 508-485-8691	Home & Auto Appraisal (SV, MC)	Dorchester	617-288-0172 FAX: 617-288-4621
Ambro Adjustment (SV, MC)	Mendon	508-634-8478	Needham Appraisal Bureau (MC)	Brighton	617-254-6365 FAX: 617-254-3084
Auto Damage Appraisers (SV, MC)	West Springfield	413-592-1259 FAX: 413-592-0913	Rand Adjustment Bureau (SV, MC)	North Andover	978-258-1525 FAX: 978-258-1858
Baystate Appraisal Service (SV, MC)	Hyannis	508-778-0222 FAX: 508-778-4102	Viking Auto Appraisal Service (MC)	Canton	781-828-3301 FAX: 781-828-3302
CMA Appraisal Service (SV)	Spencer	508-885-7669 FAX: 508-519-7776			

## Heavy Equipment Specialists

Regional Appraisal Service (all of Massachusetts)	508-671-0258 FAX: 508-671-0257	Ambro Adjustment (all of Massachusetts)	508-634-8478	CMA Appraisal Services (all of Massachusetts)	508-885-7669 FAX: 508-671-0257
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City	Appraiser Name / Address / Hours	Telephone
<b>Braintree</b>	<b>South Shore VIP Drive-In</b> (Braintree Executive Park) 100 Grossman Drive, Suite 102 M — F: 7:30 AM – 5:30 PM	<b>877-951-1435</b>
<b>Canton</b>	<b>Viking Auto Appraisal Service</b> 275 Turnpike St., Rte. 138, Suite 201 M — F: 9:00 AM — 5:00 PM	<b>781-828-3301</b>
<b>Danvers</b>	<b>North Shore VIP Drive-In</b> 140 Commonwealth Ave., Suite 102 M — F: 7:30 AM – 5:30 PM	<b>877-951-1435</b>

City	Appraiser Name / Address / Hours	Telephone
<b>Hyannis</b>	<b>Bay State Appraisal Service</b> 760 Main St. M/W/F: 8 AM – 12 PM T/TH: 12 PM – 4:30 PM  SAT: 9 AM – 12 PM (Labor Day & Memorial Day ONLY)	<b>508-778-0222</b>
<b>Mendon</b>	<b>Ambro Adjustment</b> 25 Hastings St (Rte. 16) M — F: 8:00 AM — 4:30 PM	<b>508-634-8478</b>
<b>West Springfield</b>	<b>A.D.A. Appraisal Service</b> 51 Park Ave., Suite 3 M — F: 10:30 AM — 4:30 PM	<b>413-785-1394</b>