



Instructions for Agents

You are responsible for assigning 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
Newton VIP Drive-In (MC)	Newton	Tel: 877-951-1435	FAX: 617-527-3853
North Shore VIP Drive-In (MC)	Danvers	Tel: 877-951-1435	FAX: 978-777-0180
South Shore VIP Drive-In (MC)	Braintree	Tel: 877-951-1435	FAX: 781-849-0175

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 FAX: 508-634-8235	Insurance Enterprises (MC)	Peabody	978-535-7111 FAX: 978-535-7222
American Auto Appraisal (SV)	Lowell	978-453-0329 FAX: 978-458-8949	Interstate Appraisal Service (SV, MC)	Middleboro	508-923-3500 FAX: 508-946-0653
Auto Damage Appraisers (SV, MC)	W. Springfield	413-592-1259 FAX: 413-592-0913	Mass Appraisal Service (SV)	Brockton	781-961-2241 FAX: 781-986-2074
Baystate Appraisal Service (SV, MC)	Hyannis	508-778-0222 FAX: 508-778-4102	Needham Appraisal Bureau (MC)	Brighton	617-254-6365 FAX: 617-254-3084
CMA Appraisal Service (SV)	Spencer	508-885-7669 FAX: 508-519-7776	Rand Adjustment Bureau (SV, MC)	North Andover	978-258-1525 FAX: 978-258-1858
County Auto Appraisers (SV, MC)	Pittsfield	413-443-7371 FAX: 413-499-7465	Viking Auto Appraisal Service (MC)	Canton	781-828-3301 FAX: 781-828-3302
Couture Appraisal Service (SV, MC)	Fall River	508-678-9052 FAX: 508-679-8911			

Heavy Equipment Specialists

Heavy Equipment Management covers all of Massachusetts	781-237-7877 FAX: 781-237-7946	Regional Appraisal Service covers all of Massachusetts	508-671-0258 FAX: 508-671-0257	CMA Appraisal Services covers Worcester & west to NY	508-885-7669 FAX: 508-885-5773
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Drive-in Appraisers (Note: All Drive-ins are Re-inspection Stations.)

City	Appraiser Name/Location/Hours	Telephone	City	Appraiser Name/Location/Hours	Telephone
Acton	Advanced Appraisal Service 271 Great Rd. (Rte. 2A, Bank of Amer. Bldg.) M/T/Th: 10 AM – 4:30 PM	978-264-0330	Hyannis	Baystate Appraisal Service 760 Main St. M/W/F: 8 AM – 12 PM T/Th: 12 PM – 4:30 PM Sat: 9 AM – 12 PM	508-778-0222
Braintree	South Shore VIP Drive-In (Braintree Executive Park) 100 Grossman Drive, Suite 102 M – F: 7 AM – 7 PM Sat: 8 AM – 12:00 PM	877-951-1435	Hyde Park	Home & Auto Appraisal 1171 Hyde Park Ave. (Akiki Building) M – F: 10:00 AM – 4:00 PM	617-364-1596
Brockton	Mass Appraisal Service 831 Pleasant Street T/W/Th: By Appointment	508-584-7733	Lowell	American Auto Appraisal 1060 Gorham St. (Inside American Auto Sales) M – F: 8:00 AM – 4:00 PM	978-453-6941
Canton	Viking Auto Appraisal Service 275 Turnpike St., Rte. 138, Suite 201 M-F: 8:30 AM – 5 PM Sat: 9 AM – 12:00 PM	781-828-3301	Malden	Home & Auto Appraisal 447 Charles St. M – F: 9 AM – 4:30 PM Sat: 9 AM – 12 PM	781-322-6641
Danvers	North Shore VIP Drive-In 105 Andover St. M-F: 7 AM – 7 PM Sat: 8 AM – 12:00 PM	877-951-1435	Marlboro	Advanced Appraisal Service 2 Mt. Royal Ave., Suite 280 M/W/F: 8:30 AM – 1 PM T/Th: 12 PM – 4:30 PM	508-485-2212
Dorchester	Home & Auto Appraisal 39 Norwood St. M/F: 9 AM – 5 PM T/W/Th: 9 AM – 7 PM Sat: 9 AM – 12 PM	617-288-0172	Mattapan	Viking Auto Appraisal Service 1590c Blue Hill Ave. M–W–F 12-4	781-828-3301
Fall River	Couture Appraisals 111 Oak Grove Ave. M – F: 12 PM – 4:30 PM Sat: 9 AM – 12:00 PM	508-678-9052	Mendon	Ambro Adjustment 25 Hastings St (Rte. 16) M – F: 8 AM – 4 PM	508-634-8478
Framingham	Advanced Appraisal Service 186 Union Ave. (Rear) M – F: 10 AM – 4:30 PM Sat: 9 AM – 12 PM	508-875-5630	Middleboro	Interstate Appraisal Service 375 Plymouth St. M – F: 11 AM – 4 PM	508-923-3500
Haverhill/ Braddford	Rand Adjustment Bureau 355 River St. Sanborn Tire Building T/Th: 12:00 PM – 4:30 PM Sat: 9 AM – 12 PM	978-914-5820	Milford	Advanced Appraisal Service 160 South Main St. (Rte. 140) T/Th: 10 AM – 4:30 PM	508-478-9603
			Newton	Newton VIP Drive-In (Packard Cove Office Park) 134 Rumford Ave, Suite 203 M – F: 7 AM – 7 PM Sat: 8 AM – 12:00 PM	877-951-1435
			North Andover	Rand Adjustment Bureau 198 Mass Ave., Suite 202 M/W: 12 PM – 4 PM F: 9 AM – 1 PM Baystate Appraisal Service 762 East Washington St. T/Th: 9 AM – 1 PM	978-482-6949
			North Attleboro	M/W/F: 12 PM – 3 PM Sat: 9 AM – 12 PM	508-695-4333

Drive-in Appraisers (Note: All Drive-ins are Re-inspection Stations.)

City	Appraiser Name/Location/Hours	Telephone	City	Appraiser Name/Location/Hours	Telephone
North Dartmouth	Baystate Appraisal Service, Inc. 13 Faunce Corner Rd. (Inside of the New Enterprise Rent-A-Car Office) M – Th: 10 AM – 4:30 PM Sat: 9 AM – 12 PM	508-993-0603			
Norwell	Home & Auto Appraisal 163 Washington Street M – F: 9 AM – 4 PM	781-616-3155			
Norwood	Viking Auto Appraisal Service 954 Providence Hwy (Rte. 1 North) (Enterprise Rental Car Bldg.) M–W–F 12-4	781-828-3301			
Pittsfield	County Auto Appraisal 323 Fenn St. M – W: 1:00 PM – 4:30 PM F: 9 AM – 1 PM	413-443-7371			
Plymouth	Baystate Appraisal Service 159 Samoset Rd. (RTE 44) (Prudential Landmark Bldg.) M, W 8:00 AM to 12:00 PM T, Th 12:00 PM to 4:30 PM	508-746-5640			
Raynham	Viking Auto Appraisal 325 New State Hgwy. (RTE 44) (Across from Shaws Plaza) M – F: 12 PM – 4 PM	508-822-3341			
Shrewsbury	Advanced Appraisal Service 16 Harrington Ave. M,W,F 10AM – 4:30 PM	508-799-7909			
West Springfield	A.D.A. Appraisal Service 51 Park Ave., Suite 3 M – F: 11 AM – 4 PM	413-785-1394			
Woburn	Rand Adjustment Bureau 2 Rainin Rd. (formerly Mack Rd.) M – Th 12 PM – 4 PM Sat: 9 AM – 12PM	781-933-5833			