

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 Center

Center	City	Telephone	Fax
North Shore VIP Drive-In (MC)	Danvers	Tel: 877-951-1435	FAX: 978-777-0180

Independent Field

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	413-785-1394 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

Heavy Equipment Specialist

Ambro Adjustment 508-634-8478
 (all of Massachusetts)

City Appraiser Name / Address / Hours Telephone

Canton **Viking Auto Appraisal Service** **781-828-3301**
275 Turnpike St., Rte. 138, Suite 201
M — F: 9:00 AM — 5:00 PM

Danvers **North Shore VIP Drive-In** **877-951-1435**
140 Commonwealth Ave., Suite 102
M — F: 7:30 AM — 5:30 PM

Hyannis **Bay State Appraisal Service** **508-778-0222**
760 Main St.
M/W/F: 8 AM — 12 PM
T/TH: 12 PM — 4:30 PM

City Appraiser Name / Address / Hours Telephone

Mendon **Ambro Adjustment** **508-634-8478**
25 Hastings St (Rte. 16)
M — F: 8:00 AM — 4:30 PM

West **A.D.A. Appraisal Service** **413-785-1394**
Springfield 51 Park Ave., Suite 3
M — F: 10:30 AM — 4:30 PM