

FEBRUARY 2026



NEWSLETTER



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Automatic membership billing begins in 2026

Thanks to your feedback the MCRA will now offer automatic billing to renew your membership. Simply pay for your 2026 membership online and when you do so you will automatically be registered for auto renewal every year. Visit mcramt.com/join to register your shop today



Updated Membership Pricing

After taking a vote at our 2025 Fall meeting, shops in attendance have unanimously agreed to increase the price of our annual membership from \$300 to \$450. This small increase to our members will be immensely helpful towards our growth and legislative efforts.

MCRA welcomes award winning Speaker Tim Ronak for Spring 2026 meeting

The Montana Collision Repair Association is extremely honored to welcome the Collision Industry's Red Carpet 2025 March Taylor Kind'Ole Award winner, Tim Ronak, to present at our Spring meeting. Tim has over 27 years of industry experience and has helped over 1,500 repair facilities all over the United States and Canada to improve their overall operational performance.

Space is limited so be sure to register your team today by scanning the QR code or visiting mcramt.com/events.

OVERCOMING INSURANCE With MCRA

JOIN AWARD WINNER, TIM RONAK, AS HE EDUCATES SHOPS ON HOW TO:

1. OVERCOME OBJECTIONS TO PAYMENT
2. THE BUSINESS OF PROCESSING TOTAL LOSS
3. DEVELOPING YOUR CONSUMERS GUIDE TO FULLY REIMBURSED AUTO CLAIMS

Register Here



Meet Melissa Lewis



The MCRA board is excited to announce that we have hired a new lobbyist. Melissa Lewis of Melissa Lewis and associates. Melissa has 15 years of experience working in both Washington DC and Helena. Melissa began her career working on Capitol Hill for 6 years. During this time she worked in the US Senate and for a national government relations firm. Upon returning home to Montana worked for three years as the Government Affairs Manager for a multi-state organization. After gaining more than a decade of legislative experience she opened her own government relations firm in Helena. Melissa has been working diligently to get our bill passed. She has done everything from weekly meetings with the MCRA

legislative committee to update the team on her progress. As well several meetings with the insurance commissioners office to discuss the current climate for collision repair facilities in Montana as well as multiple meetings to discuss the intentions and goals of our upcoming RTA bill. Melissa has also worked hard to build relationships with several organization who will help act as allies while we try to pass our bill. "The MCRA is really excited to have Melissa on our team, we have already seen what she is capable of and we are looking forward to having her get this bill passed for Montana shops." Ted Culbertson, MCRA President.

If you or any of your team members have any questions or information they would like passed along to Melissa please reach out to our Executive Director, Mariah Sampson, and she will be happy to assist you. Mariah can be reached via the MCRA email montanacollision@gmail.com or via cell 406-208-6901.

Legislate Update



The MCRA board has been hard at work to get a Right To Appraisal (RTA) law that will have immensely helpful to the collision repair industry in Montana. This law would help to change the collision repair landscape and make it safe repairs as well as negotiating with insurance companies much more accessible to shop all over Montana. States like Washington and Texas have successfully passed RTA bills and are currently reaping those benefits. An RTA bill would allow help shops ability to negotiate safe and proper repairs with insurance companies by referring both parties back to the OEM repair procedures. This bill will also help to make mediation a much more accessible option for consumers who are struggling to get their insurance companies to pay for safe and proper repair procedures or to properly reimburse them for a total loss. If you have any questions or would like to learn visit MCRAMT.com or reach out to our Executive Director, Mariah Sampson, montanacollision@gmail.com or via cell 406-208-6901 and she will be happy to assist.

Knowledge is power, help the MCRA to collect data that can be very powerful during legislation



In order to ensure we are prepared as possible for our upcoming legislative efforts we will be working to collect as much data as possible to support our cause. The Montana Collision Repair Association Board kindly asks that you help provide us as much of the following data as possible.

Legislative Complaint Forms

Shops are currently able to have customers sign a form allowing them to file complaints with the insurance commissioners office on their behalf. When you send those forms to the Insurance Commissioners' office we ask that you take one minute to fill out a form on the MCRA's website briefly detailing your complaint. This will allow us to track the data and look for any recurring issues or concerns that need to be address. If you customers are filling out a form themselves please ask them

to visit our website as well to share their complaint information as well. If you need any assistance in filing a form you can visit our website for step by step instructions on how to file a complaint or reach out to our Executive Director, Mariah Sampson, for additional assistance via email montanacollision@gmail.com

To file a complaint visit mcramt.com/insurance-assistance/

Total Loss Tracking

We are also asking shops to help us track the amount of time they spend trying to resolve total loss. This will give us vital information that will be extremely helpful towards legislative efforts. Shops can visit our website to fill out a brief form detailing various data such as; vehicle delivery date, contact dates with insurance companies, contact dates with customers, dates insurance company is billed.

To share your information visit mcramt.com/legislation

How you can help with legislative efforts

Your voice can have a huge impact on the MCRA's legislative efforts and help us to pass our bill. There are several things you can do from sharing your story with the MCRA, asking your customers' to share their stories, reaching out to your local representatives and asking your friends and families to reach out to their local representatives as well.



Have consumers share their experiences with insurance companies by sending and email to myrepairstory@gmail.com



Volunteer to share data on your experiences with insurance companies.



Visit MCRAMT.com/resources/legislation and sign up to register for bill updates and opportunities to help support the bill.



Contact your representatives and tell them why you think they should support our bill. Ask your friends and families to do so as well.



With the rising cost of getting bills passed everything helps. Sign your shop up to be a Platinum member or make a donation to the MCRA at our next meeting.

2026 Updates

MCRA to add value to MCRA membership with Quarterly Webinar



After feedback from our membership the MCRA board will now be offering quarterly webinars for MCRA members. These webinars will vary in topic and feature various round table topics as well as presenters. These webinars will be exclusively offered to MCRA members. MCRA members will also have the opportunity to suggest content they would like to share with. If you are interested in having access to this exclusive content you can join the Montana Collision Repair Association via our website mcramt.com/join-mcra/ or by scanning the QR code below.

Platinum Membership Benefits



MCRA room block. Become a Platinum member today by visiting mcramt.com/join-mcra or filling out your attached membership form and selecting a Platinum Membership for 2026.

In order to help with our upcoming legislative efforts the MCRA is proud to announce the implementation of our Platinum memberships. The introduction of this membership will go directly towards supporting our growing costs of legislation. The MCRA board feels very passionately about our legislative efforts, therefore board member shops have all agreed to become Platinum sponsors. For \$1,000 a year your shop will be honored as Platinum member. In addition to providing much needed support towards the Montana Collision Repair Association legislative efforts, Platinum members will have their logo and a link to their website placed on the MCRA's website. To thank our Platinum members for their generosity and provide added value to their MCRA experience they will also receive permission to share the MCRA's Platinum logo on their website. Platinum members will have access to priority seating at meetings as well as rooms that are pre-held on the

Help The SCRS Stop the Safe Repair Act at the federal Level



While this bill is being promoted as a consumer-friendly measure, it actually prioritizes corporate interests over the rights and safety of drivers.

If enacted, the REPAIR Act would:

- Allow insurance companies to influence how and where my vehicle is repaired
- Undermine the autonomy of repair technicians by forcing conformity to insurer-approved procedures and parts
- These are not improvements. They are steps backward.

The SCRS would like to encourage our membership to:

1. Visit saferepairact.org and click the "take action" button, and their name to the initiative. It's as simple as filling out a short form.
2. Consider sharing a brief testimonial for the SAFE REPAIR site. This is a way to show the actual voice of independent repair facilities. You can do this from your iPhone, please email our Executive Director, Mariah Sampson, and she will happily send you the secure testimonial link. montanacollision@gmail.com

This provides an easy way for you and even your customers, to share their stories on why it is important that a federal act prioritizes consumer safety, ensuring repair businesses can follow engineer-recommended safety standards and procedures to protect the vehicle owner and the motoring public.

Thank you for the support, the engagement, and for standing up for the industry and our customers!

Renewing Your Membership

Thanks to your support the Montana Collision Repair Association has been able to provide educational benefits for shops all throughout our region. Through your continued involvement we will be able to provide additional education and work on legislative efforts that benefit Montana shops and Montana consumers. Shops can renew their membership by sending a check to our PO Box or by visiting our website Please scan the QR link below to renew your membership. Thank to membership feedback we know will offer autorenewal via our website. Scan below to register your shop today.



Scan here to pay your membership dues



*Membership dues, can also be paid by mailing a check for \$450 to Montana Collision Repair Association at our PO Box 81034, Billings, Montana 59108

Filing Insurance Complaints

Members have provided feedback asking for assistance on how to best file claims with the Insurance Commissioner's Office. We have included a guided step by step instruction on how to file a complaint. If you need further assistance please feel free to visit our website mcramt.com/insurance-assistance. You can also reach out to our Executive Director, Mariah Sampson, and she will be more than happy to provide assistance. She can be reached via email montanacollison@gmail.com or via cell 406-208-6901.

Please be aware that on our website that you will find multiple resources to aid you in this endeavor. We have included an additional copy of step by step instructions on how to file a claim. You will also find links to the Insurance Commissioner's website. We have also included downloaded copies of the 3rd party authorization form and complaint form to help expedite the process for you and your team.

The MCRA Board kindly asks that in the event you file a complaint with the insurance commissioners office please take a moment to fill out our information form we have attached on the website. By sharing this data we will be able to track the provided information to look for any patterns. that we need to address as an group. In turn we can use this information to assist us in our legislative efforts. We will not share who filed what complaints nor will we keep your customers' information. However, we may reach out to you as legislation nears to ask you or your customers to share your story during the legislative session. This does not have to be in person this can range from sharing a written testimony or a voice memo.

"I am extremely grateful that our membership is comfortable enough to reach out to our board with a problem that they needed assistance with and we were able to provide a solution that we feel will benefit not only our members but shops all throughout Montana. I would also like to encourage shop owners and employees to tell other shops to file their complaints with the Insurance Commissioners Office and share your data with us. I would also like to remind everyone to please reach out to the Montana Collision Repair Association with any other concerns you may have. We are here to help." –Ted Culbertson, MCRA President

INSURANCE COMMISSIONER COMPLAINTS

DOWNLOAD THE 3RD PARTY AUTHORIZATION FORM

You can access this form via mcramt.com/insurance-assistance or via <https://csimt.gov/insurance-complaints-fraud>. We recommend having this form readily available to help simplify the process. **Remember you can not submit your complaint without having the consent form filled out and signed.*

SELECT 'MONTANA ONLINE COMPLAINT FORM' FOR ELECTRONIC COMPLAINT

You will then select the tab labeled 'How to File a Complaint'. Select the blue phrase "Online Complaint Form" You can then follow the steps to file an electronic complaint. Please remember that it is very important to fill out everything in it's entirety. Include as much information as possible, provide copies of your supporting information (for example: all policies, riders, letters, phone logs, notes). Then sign the paper form or submit electronically online, ** Do not forget to include your customers signed third-party information disclosure authorization.*

PAPER COMPLAINT

To submit a paper complaint. Select 'How to File a Complaint' then select the 'HERE' option to print a paper copy of the form. Please remember to fill everything out in it's entirety, include as much information as possible as well as any supporting documents you have. You will need to included a signed copy of the paper complaint and the third party authorization

Mail:

Montana Insurance Department
Attn: ICS
840 Helena Avenue
Helena, Montana 59601

Email:

ics@mt.gov

Fax:

406-444-1980

SUBMITTING & MCRA TRACKING

If you are submitting electronically, you will have the opportunity to upload additional supporting documents. You can also mail, email, or fax your printed form to the insurance commissioners office.

After submitting your forms please take a moment to help the MCRA by filling out some information on mcramt.com/resources/insurance-assistance. Your provided information will help us identify and track any trends that may b of concern.



Thank you to our 2025 Vendor Partners

Please take a moment to thank all of the partners who support the MCRA this year. Without their generosity we would be unable to provide meetings with such amazing content. Please note that sponsors with a " *" next to their logo have sponsored both the Spring and Fall meeting.



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Thank you to our Platinum Partners

Thanks to the generosity of our Platinum members we will be able to make much needed progress towards additional legislative efforts. If you are interested in further supporting the MCRA become a Platinum partner today. please visit mcramt.com/join-mcra



Help the Montana Collision Repair Association Grow in 2026

Without the support of our vendors we would not be able to accomplish anything without their generosity. We also acknowledge that shops have a lot of influence over vendors. If you know of a vendor who would be a great partner for the MCRA please encourage them to sponsor the MCRA in 2026. Share the information below or encourage them to visit our website mcramt.com/events/sponsorships



PROMOTE YOUR BUSINESS WITH THE MCRA

CONNECT WITH LEADING SHOPS FROM AROUND THE REGION



MCRA Spring 2025
Shops learn from industry leader Mike Anderson



MCRA Spring 2025
Shops enjoy a demonstration from CCC

2025 MEETING STATS

- Average Attendance 100+
- 40+ Shops
- Shops from Montana, Wyoming, Idaho, Washington, North Dakota, and South Dakota
- Vendors are promoted before, during, and after meetings
- Booth Opportunities now available
- and much more

SPONSOR THE OCTOBER 2025 MEETING TODAY

- Have access to all the Mountainwest Collision Repair Facilities in one room.
- Share your promotional information on MCRA's platforms.

Contact Us



406-208-6901

montanacollision@gmail.com
mcramt.com/events