

## **11 NCAC 06A .1002 ETHICAL STANDARDS**

- (a) Every licensed motor vehicle damage appraiser, when conducting business, shall:
- (1) identify himself or herself and his or her job title;
  - (2) when requested, provide his or her National Producer Number, and the Department's website address and phone number for verification of license status;
  - (3) prepare an independent appraisal of damages; and
  - (4) comply with all local, State, and federal laws, in the motor vehicle damage appraiser's business affairs.
- (b) Every licensed motor vehicle damage appraiser shall refrain from:
- (1) disparaging the professional reputation of a motor vehicle damage appraiser or other persons associated with the claim;
  - (2) recommending the utilization of a particular motor vehicle repair service in violation of G.S. 58-33-76(a).
  - (3) recommending a claimant needing repairs or other services in connection with a loss to any person with whom the motor vehicle damage appraiser has a financial interest or who provides the motor vehicle damage appraiser any compensation for the referral or any resulting business;
  - (4) impeding the appraisal process or the settlement of a property damage claim;
  - (5) receiving any gratuity or other consideration in violation of G.S. 58-33-76(b).
  - (6) advising or recommending a claimant to obtain or not obtain legal advice or counsel from a particular legal counsel;
  - (7) giving legal advice on property damage claims in violation of G.S. 84-4;
  - (8) solicit a power of attorney from a consumer that authorizes the motor vehicle damage appraiser to sign insurance-related forms;
  - (9) attempting to influence a magistrate in the selection of an umpire pursuant to G.S. 20-279.21(d1), including using influence through a client or claimant;
  - (10) engaging in the salvage of automobiles if the salvage is obtained as a result of appraisal services rendered by the motor vehicle damage appraiser; and
  - (11) act in any manner outside the scope of a motor vehicle damage appraiser, as set forth in Chapter 58, Article 33 of the General Statutes.
- (c) Pursuant to G.S. 58-2-70 and G.S. 58-33-46, the Commissioner may consider the failure of a licensed motor vehicle damage appraiser to comply with this Rule as a basis for administrative action.

*History Note:* Authority G.S. 58-2-40;  
Eff. April 1, 2020.