



USING A TOWING SERVICE

A business engaging in towing damaged or disabled vehicles from the public way is required to hold a City of Chicago Tow Truck and corresponding Tow Storage Lot business licenses

MAKE SURE THE TOW COMPANY

- Displays the City of Chicago issued decal showing proof it is licensed by the City of Chicago
- Shows they have a vehicle relocater license with the Illinois Commerce Commission- the license must match the information printed on the side of the tow truck
- Provides identification for the driver
- Provides documentation regarding the tow

PROTECT YOURSELF

- Read all forms carefully before you sign.
- Write down any information about the tow truck including, markings, license plate number, and the name of the driver. Take photos of the tow truck that include the license plate.
- Only sign an Authorization to Tow form or towing bill receipt. Never sign a pre-tow disclosure form that has blank spaces in the payment section. Take a photo of the pre-tow disclosure form after signing it.
- You are not required to sign an "Authorization to Repair" form to have your vehicle towed.
- If you sign a "Designated Representative" form, you are giving the towing company authorization to represent your interests with your insurance company. You are never required to sign a "Designated Representative" form.

TIPS

- Be aware of "Rogue Towing," which is when unsolicited tow trucks arrive at accident scenes and rush you into signing a form that requires thousands of dollars in payment to retrieve your vehicle.
- Never accept a tow from a tow truck you did not call. Rogue tow trucks claim they were sent by your insurance, roadside service, or the police. In reality, they listen for accidents on police scanners to target their next victims.
- Call 911 if a tow truck driver is harassing you.

PROBLEMS WITH A TOW COMPANY THAT TOOK PLACE IN CHICAGO

- Contact the towing company first to resolve the issue. If the company's customer service is unable to resolve your complaint, put your complaint in writing to the company's upper management or its owner.
- Depending on the severity of your complaint and the related costs, damage, or loss, you may consider consulting a legal assistance agency or private attorney.
- Complaints may also be filed through the Better Business Bureau. Consumers also may file complaints with the Illinois Commerce Commission regarding relocation towing online at <https://www.icc.illinois.gov/complaints/>.

RESOURCES

- Consumers are encouraged to use the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit 311.chicago.gov) to report fraud or other possible illegal practices by businesses or contractors located in Chicago.