

## Transcript

### CAA – Towing Bill of Rights

00:00:00 - 00:00:05

[Animation: A cartoon tow truck towing the words “Towing Bill of Rights” drives across the screen and drops the words in the middle of the screen. The tow truck drives back onto the screen and stops above the words.]

Narrator >> You should feel safe when you need a tow truck. There are rules in place to protect you.

00:00:05 - 00:00:16

[Text on screen: *towrights.ca* remains in the bottom right corner for the entirety of the video.]

[Video: A CAA worker carrying pylons is seen walking around a car hooked up to a CAA tow truck on a snowy road.]

Narrator >> Did you know, you don't have to take the first tow truck that approaches you? You have the right to decide who can tow your vehicle, and to what location, unless police tell you otherwise.

00:00:16 - 00:00:23

[Video: The worker operating the back of a tow truck to hook up a car.]

Narrator >> A permission to tow form must be signed before towing starts, unless you have an auto club membership.

00:00:23 - 00:00:29

[Video: The worker continues to hook up a car to the tow truck by placing a metal sheet under the tire of the car.]

Narrator >> The towing company you use must provide you with an itemized invoice before receiving payment.

00:00:29 - 00:00:33

[Video: The worker raises the car to be towed away.]

Narrator >> The final bill can't be more than ten percent above the quoted price.

00:00:33 - 00:00:36

[Video: The worker attached a chain from the tow truck to the car.]

Narrator >> And, if you choose, you can pay by credit card.

00:00:36,000 - 00:00:45

[Video: *The worker moves a lever that pulls the car closer.*]

Narrator >> During business hours it's your right to access your vehicle to get your personal items while its stored in a towing facility.

00:00:45 - 00:00:50

[Video: *The worker is placing flashing safety lights on top of the car to be towed.*]

Narrator >> Where ever your vehicle is being towed, the operator must tell you where it's going

00:00:50 - 00:00:59

[Video: *The tow truck starts to drive away.*]

Narrator >> and tow operators must disclose if they're receiving a financial incentive for towing your vehicle to a particular vehicle storage facility or repair shop.

00:00:59 - 00:01:07

[Text on screen: *For more information visit [towingrights.ca](http://towingrights.ca)*]

Narrator >> To learn more about your towing rights or to download a copy of the towing Bill of Rights go to [towrights.ca](http://towrights.ca).

[Text on screen: *® CAA trademarks owned by, and use is authorized by, The Canadian Automobile Association. Trademarks and registered trademarks are property of their respective owners. 2018 CAA Club Groups. All rights reserved.*]