

March 3, 2011

The Honorable Joseph Crisco
Chair, Insurance and Real Estate Committee
Legislative Office Building, Room 2800
Hartford, CT 06106

The Honorable Robert Megna
Chair, Insurance and Real Estate Committee
Legislative Office Building, Room 2802
Hartford, CT 06106

Re: Proposed Bill No. 5283

Dear Chairman Crisco and Chairman Megna:

My name is Andrea Taylor and I live in Colchester, Connecticut and work for Safelite® Solutions, LLC. Safelite® Solutions provides third party administration services on behalf of many of the top insurance companies, providing a valuable service to thousands of Connecticut consumers.

I write to express my concerns with many of the allegations made against Safelite® AutoGlass and Safelite® Solutions and our practices at your recent subject matter hearing on Proposed Bill 5283 on February 17, 2011. Although we have not seen any statutory language relating to this legislation, it is important that your Committee understands the facts and the realities of the vehicle glass repair and replacement market in Connecticut.

At the hearing there were many references to Safelite® being an international company that does not have a presence in Connecticut. However, Safelite® employs 144 Connecticut employees at our locations in in Bridgeport, Danbury, East Hartford, New London, North Haven, Stamford, Torrington, Waterbury, Willington and West Hartford. In addition, hundreds of non-Safelite shops across Connecticut participate in Safelite's network (many independently owned and operated), employing hundreds of Connecticut residents.

There was also testimony given at the hearing that Safelite® had "85% percent" of the market share in Connecticut and was running some kind of monopoly operation. Such allegations are unfounded and completely false. Safelite® currently has roughly 31% of the vehicle glass repair and replacement market in Connecticut and Safelite® has assisted 280,901 Connecticut residents with vehicle glass claims in recent years. Our surveys demonstrate that we have achieved an overall customer satisfaction rating of 97 percent for those claims administered in Connecticut. We are very proud of our commitment to customer satisfaction.

Additional false testimony was given suggesting that we use “guerilla-like marketing techniques” and that we require that non Safelite® customers listen to recorded commercials advertising Safelite® while their insurance is being verified. We know that members of the Committee articulated their concern with this allegation, and we were very surprised to hear that such incidents might be occurring. After exhaustive investigation, we have determined that such a practice is NOT occurring. We investigated every possible 800 number that glass shops and customers could use when contacting Safelite® Solutions and NONE of these numbers uses Safelite advertising for their hold music. Indeed, the ONLY way an individual or glass company would hear Safelite® advertising would be if they called Safelite® directly instead of calling their insurance company’s designated 800 number. Every call that Safelite® takes is recorded and we would be happy to investigate ANY call that we receive at our call centers. We encourage the Committee to contact us with any concerns about this issue.

We are concerned about the allegations that were made at the subject matter hearing that claim that Safelite® requires people to drive to a Safelite® facility or that Safelite® sends representatives to “inspect” a glass repair or replacement for a customer. Safelite® does NOT inspect any jobs on behalf of any insurance companies in Connecticut. Additionally, claims were made that when a customer calls the Safelite® Solutions number they are confused about who they are calling. The fact is that Safelite® Solutions discloses that they are a third party administrator for an insurance company and they honor customer choice regarding which repair facility to use for the work. Again, all of these calls are recorded and we would be happy to investigate any claims of so-called steering.

Thank you for the opportunity to submit written comments to Proposed Bill 5283. We have confirmed that ALL of the allegations made at the subject matter hearing were false and inaccurate. We would welcome the opportunity to discuss these issues with the Committee and others in the industry in crafting legislation in this area, which promotes the interests of consumers of vehicle glass repair and replacement services. However, Proposed Bill 5283 is something we cannot support. It will eliminate jobs, hurt consumers and fails to address real problems which face the vehicle glass industry in Connecticut.

Very truly yours,

By: Andrea Taylor
Andrea Taylor
Strategic Account Manager
Safelite® Solutions, LLC