

WHALLEY GLASS CO.

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MB 5283

Thank you ladies & gentlemen of the committee, for hearing my concerns regarding Third Party Administrators.

My name is Eric Dill & I work for Whalley Glass Co.
At 214 Whalley Ave. in New Haven.

The following are some issues & concerns that I've encountered with Third Party Administrators:

- 1) Customers with no knowledge of what a TPA is and with no glass shop preference, will automatically be given to the TPA's owners glass shop.
- 2) As a TPA network affiliate, we must agree to very specific pricing, warranty constraints and electronic billing procedures. If a client does request our shop, a frequent occurrence is that our shop cannot be found in their system as an affiliate. We find this very hard to believe after conforming to their membership requirements.
- 3) The TPA will tell customers requesting our shop that our warranty may not be the same as the TPA owners shop. Reiterating, being a network

affiliate, we must conform to specific warranty constraints.

In closing:

As an affiliate shop that conforms to very specific pricing, electronic invoicing & warranty constraints, we should be given an equal chance to acquire work with no obstacles.