

HB5231

WHALLEY GLASS CO.

214 Whalley Ave. New Haven, CT 06511

Ladies and gentleman of the committee. Thank you for having us here today. My name is Eric Dill, I've been an employee of Whalley Glass in New Haven for 26 years.

I'm here to support the added language to existing law section 38a-354. I would like to speak briefly on how this added language is necessary to quell unfair practices by the Safelite Glass Corporation, regarding allocation of auto glass insurance claims.

Safelite Glass Corporation is a South African owned entity, a virtual monopoly in the auto glass industry.

- 1-They are a glass producer, they manufacture their own product.
- 2-They are the largest Third Party Administrator in the auto glass industry and they administer claims for most, if not all, of the insurance carriers including Allstate, Geico, Progressive, Met Life, Liberty Mutual, Safeco, USAA, 21st Century- the list goes on & on.
- 3-Safelite Glass is also an auto glass installer.

Product---Third Party Administrator of claims--- installer.

They have what no other glass company has in Connecticut.

All of the independent shops in this room are Safelite Glass Network members. Unfortunately, we are unable to receive glass claims in a fair & equitable manner.

Safelite has practices that steer claims away from independent shops to their own installation facilities

- a) They never seem to be able to find independent glass shops on their network lists,
- b) They site possible warranty issues if an independent shop is used and
- c) They site possible pricing issues if an independent shop is used.

These practices are a very effective way of instilling doubt in a consumers mind. The added language to law 38a-354 would benefit all independent shops greatly. It would give the consumer a clear choice to choose their own auto glass provider. It would also create a more fair & equitable market place for independent glass shops.

Thank you.