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Testimony
JoAnn Serkey
A & R Auto Body
Before the Insurance Committee
Of the General Assembly
February 28, 2012

My name is JoAnn Serkey. I am here today to testify against Raised Bill Number 5231 "An Act Concerning Automotive Glass Work." I am also speaking on behalf of my husband Randy. He and I successfully operate A & R Auto Body in Torrington which he established 43 years ago.

This bill – 5231- changes the language of Statute 38a 354. I, along with other independent body shop owners here object to the addition of language in Section 1, part (d) 1 & 2, which I am sure you have or will read through.....

The addition of these paragraphs is just another ploy by the insurance companies to steer work to their network of direct repair shops. In essence, the objectionable wording says that an insured must tell a claims official right away, whether or not they have a preferred shop in mind and if not, the official would be allowed to suggest a list of 5 shops.

Rushing an insured to a decision after an accident is far from customer service, it's about being a bully.....Consumers are being rushed into decisions right after they have gone through a traumatic experience..... And as far as needing to suggest 5 repair shops.....well' - We are in the time of the information super highway, are we not?..... where you can find anything you want on the internet using your computer. Or just use your smart phone if you're not home – the information super highway... Rushing consumers to act and then pose as though you are helping - all as you steer them to an insurance preferred repair shop is something consumers don't need - another sales pitch in their lives.

We are all consumers and we all want is to be treated fairly and honestly. Enough with the cloaking. If an insurer wants to better their customer service, they should start by being honest and fair when paying for proper repairs - at the shop the consumer chooses - in their own time.