



National Glass
Stratford

Plate

Auto Glass

Mirrors

Glass For Every Use

February 28, 2012

My name is Joseph Negro. I am the owner of National Glass & Mirror Company, Inc. of Stratford, Connecticut. I or my late father has owned this company since 1969. We are an old-fashioned type of glass company, as we provide residential and commercial glass services in addition to auto glass services.

In the past, we had been able to get insurance work directly through insurance company listings or through referrals from local insurance agents. As time has moved forward, most insurance companies now use a third party administrator, or TPA, to manage their auto glass claims.

The most prevalent TPA is Safelite Solutions Group. As far as I know, Safelite Solutions only refers auto glass jobs to its sister company, Safelite Auto Glass. Both are owned by the Belron Corporation. Safelite Solutions now manages auto glass claims for most of the major auto insurers operating in Connecticut. Because Safelite refers auto glass business to its own shops and to no others, the ability of the independent auto glass shop to compete is seriously damaged. I know of no other industry where a situation such as this exists.

I cannot tell you how often I have been told by a regular customer that they had wanted to use my services for auto glass replacement or repair for their vehicle or that of a friend or relative, but upon calling to file a claim, were informed otherwise by Safelite Solutions or another TPA.

I feel that policyholders are being short-changed by this arrangement. If, for instance, an insured needs a door glass replaced in his or her car, but finds that Safelite is unable to get to it for several days, the insured is not told there are other auto glass shops available to meet their needs in a more timely manner. It seems to me that Safelite keeps as many jobs for itself as possible, regardless of the needs of the consumer.

I urge you to support HB5231, as it will be benefit both insurance consumers and Connecticut businesses.

Thank you.

Joseph Negro, President
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