



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Testimony

Before The Insurance and Real Estate Committee January 31, 2013

H.B. No. 5072 – An Act Concerning Automotive Glass Work
Proposed H.B. No. 5073 – An Act Concerning Motor Vehicle Glass Repair Service

Senator Crisco, Representative Megna, and members of the Insurance and Real Estate Committee, the Insurance Department appreciates the opportunity to provide written testimony on House Bill No. 5072 and House Bill No. 5073.

Current state law 38a-354, protects consumers against so-called “steering” for both auto glass and body shop repairs. Carriers are prohibited from requiring customers to use a specific glass or auto body repair business. By law, carriers must give consumers their choice of where repairs are made.

In the Department’s experience, this is not problematic for consumers. The Department’s Consumer Affairs Division has received no complaints regarding this issue. Should the Department field complaints it cannot resolve through our consumer affairs complaint process, the Department’s arbitration program under CGS section 38a-9 can be used by consumers in situations where they dispute the amount of glass damages. The arbitration program can be used for damage amount disputes over both auto body repairs and glass repairs.

As a result, the Department believes consumers are adequately protected by current law and that H.B. No. 5072 and H.B. No. 5073 are unnecessary.