

In Support of House Bill 5072

Thank you for raising House Bill 5072

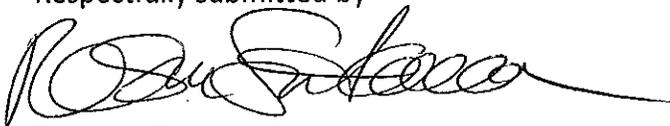
When there are no regulations for large corporations it allows them to create a monopoly. We feel as small business owners that Belron International has created a monopoly or at very least is attempting to create a monopoly in the auto glass industry with all the glass companies they own in the United States. The largest one being Safelite Auto Glass and its sister company, Safelite Solutions. Safelite Solutions is a third party administrator for insurance companies for filing auto glass claims. Safelite Solutions by their own words has 100 or more insurance companies under contract and 19 of them are within the top 20 in the country that write personal and commercial auto lines. Safelite Solutions only refers to one company which happens to be its sister company, Safelite Auto Glass. They are able to do this through creative and manipulative speeches to the insured in attempt to steer work to their sister company. When the customer does not want to use Safelite Auto Glass, they will not give another name and advises the customer to look for another shop and call back to complete the claim. A choice is not given and customers need to be given a choice

They are going to say that they are doing nothing wrong by doing this and that all of us small independent glass shops are just complaining. The truth is by their practices they are restricting the way we can do business because most of the insurance companies that they are under contract with are demanding that their agents give the 800 number for Safelite Solutions and not independent glass companies. This is also true for their sales forces which goes into agencies and tells the agent that they must give out the 800 number to their clients. When we do get a client, whether through yellow pages, internet, walk in, etc, we still have to call the claim to Safelite Solutions with the customer on the phone and stay on the phone because we risk the chance of them steering the job away from us to their sister company, Safelite Auto Glass.

They are going to say that if any action is taken by this committee in helping us; it will cause them to reduce staff. We, as small businesses, are saying that if no action is taken, we are going to lose our businesses. We thank you for your support last year and are asking for your support again for House Bill 5072.

Thank You

Respectfully submitted by

A handwritten signature in black ink, appearing to read "Roseann Santamaria", written in a cursive style.

Roseann Santamaria