



General Assembly

January Session, 2015

Raised Bill No. 6869

LCO No. 3811



Referred to Committee on INSURANCE AND REAL
ESTATE

Introduced by:
(INS)

**AN ACT CONCERNING AUTOMOTIVE GLASS WORK
APPOINTMENTS.**

Be it enacted by the Senate and House of Representatives in General
Assembly convened:

1 Section 1. Section 38a-354a of the general statutes is repealed and
2 the following is substituted in lieu thereof (*Effective October 1, 2015*):

3 (a) No automobile physical damage appraiser shall require that
4 automotive glass work, as defined in section 20-330, should or should
5 not be performed in or by a specified facility or glass shop.

6 (b) No insurance company doing business in this state or third-party
7 claims administrator, agent or adjuster for such company shall (1)
8 require any insured to use a specific person for the provision of
9 automotive glass work, [or] (2) state that choosing a facility other than
10 a glass shop participating in an automotive glass work program
11 established by such company will result in delays in or a lack of
12 guarantee for the automotive glass work, or (3) schedule an
13 appointment for automotive glass work for an insured.

14 (c) [(1)] If there is any communication between a glass claims
15 representative for an insurance company doing business in this state or
16 a third-party claims administrator for such company and an insured
17 regarding automotive glass work or automobile glass products, in the
18 initial contact with the insured, such representative or claims
19 administrator shall state or disclose to the insured a statement
20 substantially similar to the following: "You have the right to choose a
21 licensed glass shop where the damage to your motor vehicle will be
22 repaired. If you have a preference, please let us know."

23 [(2) No glass claims representative for an insurance company doing
24 business in this state or a third-party claims administrator for such
25 company shall provide an insured with the name of, schedule an
26 appointment for an insured with or direct an insured to, a licensed
27 glass shop that is owned by (A) such company, (B) such claims
28 administrator, or (C) the same parent company as such insurance
29 company or claims administrator, unless such representative or claims
30 administrator provides the insured with the name of at least one
31 additional licensed glass shop in the area where the automotive glass
32 work is to be performed.]

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2015	38a-354a

INS *Joint Favorable*