

WHALLEY GLASS CO.

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Members of the Insurance and Real Estate Committee, thank you for having us here today.

My name is Eric Dill and I'm an employee of Whalley Glass Co. in New Haven.

I am here to support bill #6869- an act concerning Automotive Glass Work Appointments.

Independent glass shops in Ct. can no longer equitably receive autoglass insurance claim work in this state. Third Party Administrators are the reason this market is quickly disappearing for independent glass shops. Safelite Solutions is the largest TPA. They handle approximately 90% of the largest insurance writers in the country. They are owned by Safelite Auto Glass/Belron which is the largest autoglass replacement chain in the U.S.

Standard Operating Procedures for Safelite Solutions is to schedule insurance autoglass work with their own shops (Safelite Autoglass). They do this in a variety of ways:

- 1- Safelite Solutions call center representatives imply that they are insurance company employees.
- 2- They misrepresent qualifications of network member shops.
- 3- They automatically schedule glass installation appointments for the insureds
- 4- They consistently re-introduce the insureds back in to the Safelite Solutions system.

Independent glass shops can receive work through these TPA's in 2 ways:

- 1- Customer states a preference or
- 2- The ability to work more quickly than the assigned shop

Bill #6869 will greatly improve the business climate for the independent glass shops since there will be no automatic scheduling, just customer preference.

Thank you.