Plate Auto Glass Mirrors Glass For Every Use

March 5, 2015

To: Insurance and Real Estate Committee

I am writing in hope that you will support RB 6869.

As you know, independent auto glass shops such as mine must deal with third party administrators (TPAs) in order to gain auto glass jobs paid for by customers' insurance companies. Some TPAs also own auto glass replacement shops, the largest is the Safelite Solutions Group that handles claims for most of the major auto insurers in Connecticut

My shop is a member of the Safelite network in order to facilitate the glass claims of our regular customers who come to us first when they need to have auto glass replaced. We do not receive any referrals from Safelite Solutions. Safelite Solutions has a systematic advantage over its competitors because they use the claims reporting process as an opportunity to sell glass replacement jobs to Safelite; it is a very effective tool for them. I know this because I have seen the drop in my business when several insurers switched to Safelite Solutions from a TPA that did not own its own glass shops

RB 6869 would change the procedure at the time a claim is reported. I believe this change would give insurance consumers a choice in determining which shop best fills their needs and would enable the independent shops in Connecticut a chance of getting some portion of the insurance work.

I hope you will vote in favor of RB 6869.

Thank you,

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