



IGA INTRODUCES STEERING COLLECTION SERVICE

The Independent Glass Association (IGA) has introduced an anti-steering data collection service through www.iga.org. An [incident report form](#) is currently being used by IGA members to catalogue any issues of customer intimidation, misinformation and steering. All data being compiled will be made available to members for their use.

“Once enough data has been collected, IGA will make the aggregate data available to IGA members so that they can present hard facts and figures to the state or federal regulators of their choice,” stated Dave Zoldowski, IGA president. “It makes me mad as hell when the automotive insurance industry demands to see the complaints of customers that they have spent millions on to misinform and confuse. Their claim that the absence of documented customer complaints indicates there is no issue to resolve is about to be debunked.”

IGA members now have access to marketing materials to distribute to customers whenever there is an issue. The materials direct customers to the website for completion of the [incident report](#)