



IGA ADVISORY

There are reports coming from the field that some insurance companies are sending “inspectors” to verify windshield damage claims. By coincidence, it is also being reported that these inspectors just so happen to have the windshield for the same vehicle in the truck and can do the replacement “on the spot.” The fact of the matter is that there are far too many of these so called “coincidences” in the field. The inspectors are reported to be employees of a competing auto glass repair and replacement company.

It appears that this is another tactic to interfere in the exclusive relationship between a shop and its customer. This practice will not be tolerated and we need your help to stop it. As a matter of fact, we want to hear about **any** interference in the field.

The Independent Glass Association encourages you to document these incidences, capture all relevant information about the inspector, including license plate information, any evidence that indicates who the inspector is employed by and if possible take photographs. The bottom line is that we need any information that will substantiate this practice.

In addition, get a statement from your customer, report this to the State Department of Insurance and make a call of protest to both the insurance company and the employer of the inspector. Once we have determined a pattern and the parties behind this interference, the IGA will take appropriate measures.

Remember, insurance companies simply pay for the services, they do not contract for the services and have no right to interfere in the shop – customer business partnership. **These practices can compromise consumer safety and definitely infringe upon a consumer’s right to choose the repairer of their choice.**

Mike Russo

Executive Director
Independent Glass Association
mrusso@iga.org
315-706-9172