



Testimony of Safelite Group
on HB 6445
Before the General Law Committee -for Submission
Tuesday, February 23, 2021
3:00 p.m.
Hartford, Connecticut

Good Afternoon, Chairmen Maroney, D’Agostino, Ranking Members Witkos, Rutigliano, and Members of the General Law Committee. Safelite Group is submitting testimony on an issue that we believe needs the attention of the General Assembly in order to put Connecticut in line with 49 other states. We appeared before the committee last year.

Safelite is the leading provider of vehicle glass repair, replacement, and recalibration services in the United States and the leader in Connecticut as well. Safelite employs 94 associates and 125 technicians at our locations in Bridgeport, Danbury, New London, East Hartford, North Haven, Stamford, Torrington, Waterbury, West Hartford and Willington.

Safelite’s commitment to customer satisfaction is the hallmark of our business and we enjoy a 97% customer overall satisfaction rating. Needless to say, our ability to serve customers in a timely manner is critical to our success, and that is why we are here today.

We want to applaud the goal of **HB 6445**- allowing qualified out of state licensees who come to Connecticut to be able to practice in our state. Streamlining the licensing process is beneficial and enhances Connecticut’s business climate. Safelite finds itself in a distinct and difficult position whenever Connecticut experiences a storm or severe weather event. We have had many storms this year and this heightens the need for our

request. **Because Connecticut is the ONLY state that requires auto glass technicians to be licensed, we cannot bring in other highly qualified technicians (who meet or exceed Connecticut's licensure requirements) for a temporary period of time to help handle large backlogs of auto glass repair claims.** When a customer complains to their insurance company that they are waiting an inordinate amount of time to have a windshield replaced, it reflects badly on all companies in this business. Ironically, we can send Connecticut technicians to other states where there is a severe weather event and help out-of-state consumers with backlogged claims. The result of this lopsided regulatory scheme is that Connecticut consumers are often waiting longer than necessary times to have services and claims addressed. While **HB 6445** both speaks to streamlining procedures for licensing and/ or procedures for out of state license holders it does not address our specific issue.

Over the past two to three years, Safelite has worked with a variety of the stakeholders on this issue. We were advised that legislation was needed to accomplish any solution that would meet the goal of having out-of-state technicians work temporarily in his state. We attempted to craft legislation to allow for the company to hold temporary licenses that would be paid for annually even if not used, but that proposal was deemed by many to be too cumbersome and could have created administrative issues that were unintended.

However, during last year's hearing, one solution that was put forth (prior to the Legislature having to shut down due to COVID-19) was to eliminate the need for an auto glass license in the state of Connecticut. We respectfully request that some solution, including this concept, be adopted this year; the proposal would not hamper or interfere with flat glass licenses in any way—only auto glass.

Ultimately, our only goal is to put us in the same position as 49 other states allow, and to offer the consumer fast and reliable service.

Thank you for your time and support of our request.