

Sample letter:

I am writing to share my concerns regarding the inspection process utilized by Safelite Solutions, which has had a profound negative impact on our business and continues to affect our ability to operate effectively. As you know, Safelite Solutions is using this inspection as a tool to direct customers away from independent shops, like ours, and towards their own facilities. This unfair practice is not only a threat to our livelihood but also to the jobs of local employees in the glass repair and replacement industry.

Since the implementation of the inspection process, we have seen a marked decrease in customer volume. Many of our customers, after being informed about the inspection requirements, have opted to go with Safelite Solutions, which offers a promise that customers who choose them will not need to undergo the same time-consuming and flawed inspection process. This is causing our customers to leave our business for a service that is not only more convenient but also seems to come with the added benefit of bypassing what is, in effect, a redundant process.

Our business is further impacted by the documents we have obtained from insurers that indicate all shops, except for Safelite, are required to undergo this inspection process. This is clear favoritism and an effort to limit competition in a way that disproportionately harms local glass shops like ours. Furthermore, the inspection itself has proven to be largely ineffective. It is time-consuming and often results in recommendations to repair windshields that, according to the policies and guidelines, should be replaced. This creates unnecessary delays and confusion for customers, all the while making the customer's experience more frustrating and less efficient.

Insurance policies dictate that vehicles should be repaired to their pre-loss condition, which in the case of windshield damage, means that a new windshield should be installed. The inspection process, therefore, is not only irrelevant but also adds an unnecessary barrier to customers' ability to get their vehicles repaired quickly and properly.

The addition of the inspection requirement by American Family Insurance, the second-largest insurer in the market, is only going to exacerbate these issues. As this process becomes more widely adopted, it will likely force small, independent glass shops like ours to close their doors, resulting in the loss of jobs for our dedicated employees and a further concentration of the glass repair market in the hands of a few large corporations.

I urge you to consider how this policy is financially harming businesses like ours and taking jobs away from local workers. The economic impact of this policy, both on our business and on the broader local economy, cannot be overstated.

Thank you for your time and attention to this issue. I look forward to discussing this matter further and hope that we can work together to find a solution that allows independent shops to continue serving our communities.

Sincerely,