

Your Right to Choose Matters

Did you know that when you file an auto glass claim, you have the **legal right to choose** who repairs your vehicle? Unfortunately, many insurance companies and their partners are using aggressive tactics to direct work away from local businesses like ours—and toward corporate chains they own or control.

These tactics include:

- **Steering** you away from your chosen shop,
- **Delays or obstacles** in processing your claim,
- **Coercion or intimidation** during scheduling,
- **Undervaluing the service** you're entitled to.

These practices don't just hurt small businesses like us, they **limit** your options, interfere with your trust, and compromise the personal service you deserve.



ALBANY AUTO GLASS



We're Standing Up for You



As a proud supporter of the efforts by **Independent Glass Association (IGA)** and its members, we are part of a nationwide effort to hold powerful third-party administrators and insurers accountable. The IGA has filed official complaints with federal and state regulators and is working with investigative journalists to shine a light on these abuses.

You can help protect your rights and your community:

- ☒ **Choose a local, independent shop you trust**
- ☒ **Say NO to being redirected or pressured**
- ☒ **Report any steering or mistreatment at www.iga.org/steering**

A recent investigation by *The Capitol Forum* confirmed the reality:

"The insured was not given an option to choose an independent shop... Shortly thereafter, a Safelite AutoGlass representative called the claimant to schedule the job."

— *The Capitol Forum, May 2025*

"This is about restoring a level playing field for every business that plays by the rules and delivering true freedom of choice back to consumers."

— *Gary Hart, Executive Director, IGA*

Let's Bring Fairness Back to Auto Glass

When you **support independent shops**, you're supporting local jobs, personalized service, and small business values. You're also helping to restore **balance, fairness, and freedom of choice** in a system that's been stacked against consumers and small businesses for too long.

Thank you for standing with us—and for standing up for what's right.

Your voice matters. Your choice matters. We're honored to serve you.

 **Call us today to schedule your auto glass repair or replacement at 229-878-1646 today!**