

July 22, 2025

Brianne Jones
Vice President, Operations – P&C Claims
One State Farm Plaza
Bloomington, IL 61710

Re: Amended - Serious Concerns Regarding the Transition to Safelite Solutions as State Farm's TPA for National Glass Program

Dear Ms. Jones,

On behalf of the Independent Glass Association (IGA) and our membership of independent auto glass service providers across the United States and the industry at large, I write to formally raise several urgent concerns related to the recent transition of the State Farm® National Glass Program to Safelite® Solutions as your designated third-party administrator (TPA), effective July 1, 2025.

While we appreciate your March 31 communication outlining that Safelite Solutions is a separate entity from Safelite AutoGlass, the operational reality being experienced by both State Farm insureds and agents indicates otherwise. The Safelite Group's dual role—as administrator of your program and a direct service provider—creates substantial market confusion and serious concern about fair competition and access.

1. Brand Confusion and Perceived Exclusivity

Insureds interacting with State Farm's digital claim channels (online, app, email, and SMS) are routinely presented with Safelite AutoGlass branding—specifically from "@safelite.com" domains—with no clear delineation of Safelite Solutions as a distinct entity. The average consumer reasonably assumes Safelite AutoGlass is the only or preferred option. This undermines the spirit of consumer choice and leads to misdirected jobs.

2. Online Portal/App Limitations & Steering Concerns

State Farm's current glass claims platform does not appear to allow insureds to search for or select specific shops by name or phone number. The portal presents only 7 results based on ZIP code, and if a preferred shop or one they are requesting does not appear, the insured is instructed (*in smaller font and less prominent placement*) to call Safelite Solutions (**see Attachment A for examples**).

Reports submitted to the IGA from multiple shops indicate that once an insured makes such a call, subtle steering occurs. Customer service representatives have implied that non-listed shops may not offer warranties or may require out-of-pocket payment—statements that are misleading, intimidating, and potentially coercive. In multiple cases, even when insureds insisted on using their preferred shops, those shops never received assignment notices.

3. Program Participation Confusion & Assignment Failures

State Farm shops who were part of the former LYNX O&A program have reported that despite meeting the submission deadlines set forth in your June and July communications, they remain excluded from the Safelite-managed shop list and perhaps even your own. This has caused measurable financial harm and eroded trust among State Farm agents and insureds who rely on those shops locally.

Shops have been forced to expend significant time and resources to chase down assignments, resolve authorization delays, or, worse, watch agents default to selecting Safelite AutoGlass due to lack of visibility or clarity.

4. Access Disparity in Assignments, System Integration, and Dispatch Clarity

Historically, many glass shops—program and non-program alike—had electronic access to submit parts, labor, pricing, and calibration authorizations through LYNX-integrated systems. With the transition to Safelite Solutions, this access now appears fragmented or restricted, with access to electronic dispatch remains inconsistent across platforms. Shops report a continued lack of clear, public instruction on how to obtain integration, or when access will be universally available. There is also confusion around the EDI invoice requirement, specifically whether it is being enforced, when enforcement begins, and how vendors are expected to comply.

Preferred shops have reported that they are listed on one platform but not the other, resulting in consumer confusion and limiting the ability of customers to select their shop of choice. Even when assignments are issued, some shops report not receiving notifications, being assigned incorrect program IDs, or experiencing other workflow breakdowns. Communication with Safelite Solutions to resolve these issues is reportedly difficult, with shops often redirected between Safelite and State Farm, each claiming th...

This lack of transparency, accountability, and uniform guidance continues to obstruct fair access and must be addressed to restore equity in the claims process.

5. Access for Non-O&A Shops

Currently, there is no clear, reasonable path for shops who have declined to sign the O&A agreement to still appear in the portal or receive referrals. This places unnecessary burdens on insureds and shops alike and obstructs free market choice. We urge State Farm to consider allowing any registered shop to appear in the list—with clear program/non-program indicators—so that the consumer can decide.

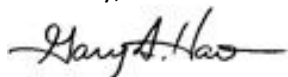
We are requesting a formal dialogue with your team to address these items. Our goals are simple and shared:

- Ensure that State Farm insureds receive transparent, unbiased service.
- Provide independent shops—who are a vital part of the glass repair and replacement ecosystem—fair and reasonable access to participate.
- Eliminate practices that unfairly benefit Safelite AutoGlass via its connection to the TPA.
- Create system-wide equity in pricing authorization, dispatch access, and search visibility.

We are committed to working constructively with State Farm and its partners to resolve these challenges and protect the long-standing trust between your company and thousands of community-based auto glass shops across the country.

We look forward to your response and the opportunity for further discussion.

Sincerely,



Gary Hart, Executive Director

14747 N Northsight Blvd, STE 111-387 Scottsdale, AZ 85260

IGA INDEPENDENT
GLASS ASSOCIATION

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14747 N Northsight Blvd, STE 111-387 Scottsdale, AZ 85260

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Attachment A

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←

Find a repair shop
Next: Contact Information

Cancel

70%

Let's find a glass repairer



Keep in mind that in-shop service may be required for your vehicle.



The repair shop you select will contact you to discuss service options.



The shop will also work with you to schedule your repair.



If you choose a shop not listed in our database, you'll need to call Safelite Solutions LLC, our glass program administrator, at 888-624-4410 to complete your claim.

Continue

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Find a repair shop

Cancel

Next: Contact Information

77%

Where is your vehicle located?

Zip Code

85308



1-3 of 7 Shops

1. AUTO GLASS NOW - 57322

1738 E THOMAS RD, PHOENIX, AZ 85016

(480) 863-8628

Use this shop

2. USA REPLACEMENT AUTOGLASS

23174 N 106TH AVE, PEORIA, AZ 85383

(602) 438-2212

Use this shop

3. CALIBER AUTO GLASS

16812 N 53RD AVE, GLENDALE, AZ 85306

(623) 209-6909

Use this shop

Showing 1-3 of 7



1

2

3



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Find a repair shop
Next: Contact Information

Cancel

77%

Where is your vehicle located?

Zip Code
85258



1-3 of 7 Shops

1. AUTO GLASS NOW - 57322

1738 E THOMAS RD, PHOENIX, AZ 85016
(480) 863-8628

Use this shop

2. ARIZONA GLASS SOLUTIONS

4943 E. INDIAN SCHOOL RD, PHOENIX, AZ 85018
(602) 380-7738

Use this shop

3. CALIBER AUTO GLASS

15055 N HAYDEN RD, SCOTTSDALE, AZ 85260
(602) 805-7938

Use this shop

Showing 1-3 of 7



1

2

3



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Find a repair shop
Next: Contact Information

Cancel

77%

Where is your vehicle located?

Zip Code
85282



1-3 of 7 Shops

1. AUTO GLASS NOW - 57227

2245 W UNIVERSITY STE 1, TEMPE, AZ 85281
(480) 573-0935

Use this shop

2. USA REPLACEMENT AUTO GLA

4401 E UNIVERSITY DR, PHOENIX, AZ 85034
(602) 438-2212

Use this shop

3. CALIBER AUTO GLASS

819 E CURRY RD, TEMPE, AZ 85281
(580) 296-7740

Use this shop

Showing 1-3 of 7 < 1 2 3 >

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