



January 20, 2026

Chair Michael Marcotte and Members of the Committee  
Committee on Commerce and Economic Development  
Vermont House of Representatives

RE: H. 525 – Insurance Coverage for Auto Glass - Oppose

Dear Chair Michael Marcotte and Members of the Committee:

The National Insurance Crime Bureau (NICB) is a national, century-old, not-for-profit organization supported by approximately 1,200 property and casualty insurance companies, including many who write business in Vermont. Working hand-in-hand with our member companies and Vermont state and local law enforcement, we help to detect, prevent, and deter insurance crimes, including auto glass fraud.

Auto glass fraud is a common, trending scheme across the nation. Last year, the National Council of Insurance Legislators (NCOIL) formerly adopted its Motor Vehicle Glass Model Act aimed at curbing fraud. By cashing in on a large volume of relatively low cost, quickly-paid claims, fraudsters use the relatively low dollar amounts paid for auto glass replacements to fly under the radar. However, the costs add up quickly and put drivers at risk. For example, in one case, owners of an out-of-state auto glass business pled no-contest to defrauding insurers out of nearly \$135,000 in just four months. Common fraudulent practices include charging for recalibration of advanced driver assistance systems when not warranted or when the shop does not have the equipment or expertise to do so, replacing and recalibrating full windshields when a chip can be filled to manufacturer standards, charging for new, OEM glass while replacing with a used windshield, and the like.

**Auto glass fraud is supercharged when deductibles are prohibited.** Zero-dollar deductibles often lead to a climate, such as we see in Arizona, in which vehicle owners are enticed to authorize questionably necessary glass repair in exchange for cash, gift certificates, premium steaks, and other inducements under the pretext that not only will the repair not cost the consumer anything out of pocket, they can, in fact, profit from the repair. In one four-year period, Arizona auto glass claims constituted 10 percent of the nation's auto glass claims. The intent of insurance is to make policyholders whole from loss, not for policyholders to be compensated above and beyond that loss. **Accordingly, we oppose H. 525.**

Thank you for considering our views. As always, please consider NICB a resource and partner in the fight against auto glass fraud. If you have any questions or need additional information, please contact me at [hhandler@nicb.org](mailto:hhandler@nicb.org) or 312-771-3974.

Sincerely,

A handwritten signature in blue ink that reads "Howard Handler".

Howard Handler, Senior Director  
Strategy, Policy and Government Affairs