



Auto Glass Fraud

Don't Be Bullied Into Unnecessary Repairs

ALERT: Beware of Auto Glass Scams

Not everyone who makes unsolicited contact is looking to rip you off.

However, a random “inspection” solicitation from someone claiming to be a glass repair technician could be the first step in a fraud scam.

The National Insurance Crime Bureau (NICB) encourages you to contact your insurer or agent before having your windshield repaired or replaced.



Tips to Avoid Scams

With enhanced vehicle technology, NICB encourages policyholders to contact their insurer or agent to ensure the correct windshield is installed properly.

- Work only with licensed and insured vendors.
- Get an estimate from more than one vendor.
- Don't be pushed or pressured into signing a contract right away.
- Get everything in writing, including cost, work to be done, time schedule, guarantees, and payment schedule.
- Require references and check them all out.
- Ask to see positive form of identification.
- Never sign a contract with any blanks not filled in.
- Never pay a vendor in cash or in full until the job is completed.

If you've been approached by an unsolicited vendor, or have been encouraged to fabricate an insurance claim, contact NICB anonymously.

- **Call 800.TEL.NICB** (800.835.6422)
- **Submit a form online** at www.nicb.org/how-we-help/report-fraud

Headquartered in Des Plaines, Ill., the NICB is the nation's leading not-for-profit organization exclusively dedicated to preventing, detecting and defeating insurance fraud and vehicle crime through data analytics, investigations, learning and development, government affairs and public affairs. The NICB is supported by more than 1,300 property-casualty insurance companies and self-insured organizations.

NICB Headquarters
1111 E. Touhy Ave., Ste. 400
Des Plaines, IL 60018
p: 800.447.6282 or 847.544.7000

©2019 NICB

Reproduction or republication strictly prohibited without prior written permission.