



Vehicle Glass Fraud

Don't Be Bullied Into Unnecessary Repairs

Repair scams have one common element—a solicitation from an individual offering repair services. Not everyone who makes unsolicited contacts is looking to rip you off. However, a random “inspection” visit from a glass repair technician could be the first step in a fraud scam. When auto glass contractors offer you their services, consult this checklist before becoming a customer.

- Contact your insurance company first; never let a contractor discourage you from doing this
- Get more than one estimate
- Never let a contractor pressure you into hiring them
- Get everything in writing (cost, work to be done, time schedules, guarantees, payment schedules)
- Ask for references
- Write down the salesperson's driver's license number and their vehicle's license plate number
- Never sign a contract with blanks; unacceptable terms can be added later
- Never pay a contractor in full or sign a completion certificate until the work is finished
- Make sure you review and understand all documents sent to your insurance carrier
- Never let a contractor interpret the insurance policy language

If you believe you have been approached
by an unlicensed, unsolicited contractor,
or have been encouraged to fabricate
an insurance claim, contact the
National Insurance Crime Bureau (NICB)
in one of three easy ways.

By Phone:

800.TEL.NICB
(800.835.6422)

By Text:

Text "FRAUD" and your tip to
TIP411 (847411)

By Web:

Submit a form on www.nicb.org

Your tip can be anonymous.



Fraud Solutions now.

www.nicb.org