

INTERIM STUDY PROPOSAL 2025-081

State of Arkansas
95th General Assembly
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As Engrossed: S4/7/25

A Bill

SENATE BILL 602

By: Senator Crowell
By: Representative Wooldridge

Filed with: Arkansas Legislative Council
pursuant to A.C.A. §10-3-217.

For An Act To Be Entitled

AN ACT TO PROHIBIT INSURANCE COMPANIES AND APPRAISERS
FROM REQUIRING AN INSURED TO USE CERTAIN FACILITIES
TO REPAIR OR REPLACE DAMAGED MOTOR VEHICLE SAFETY
GLASS; TO PROVIDE PENALTIES FOR VIOLATIONS; AND FOR
OTHER PURPOSES.

Subtitle

TO PROHIBIT INSURANCE COMPANIES AND
APPRAISERS FROM REQUIRING AN INSURED TO
USE CERTAIN FACILITIES TO REPAIR OR
REPLACE DAMAGED MOTOR VEHICLE SAFETY
GLASS; AND TO PROVIDE PENALTIES FOR
VIOLATIONS.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

SECTION 1. Arkansas Code Title 23, Chapter 66, Subchapter 3, is
amended to add an additional section to read as follows:

23-66-322. Motor vehicle safety glass repair practices – Definition.

(a) As used in this section, "motor vehicle safety glass" means glass
for which a deductible shall not be applied under this section when being
repaired or replaced.

(b) A motor vehicle physical damage appraiser shall not require that
motor vehicle safety glass repair or replacement work be performed or not be

1 performed in or by a specified facility or glass shop.

2 (c) An insurance company doing business in this state or a third-party
3 claims administrator, agent, or adjuster for an insurance company doing
4 business in this state shall not:

5 (1) Require an insured to use a specific person for the
6 provision of motor vehicle safety glass repair or replacement work; or

7 (2) State that choosing a facility other than a glass shop
8 participating in a motor vehicle safety glass repair or replacement work
9 program established by the insurance company will or may result in delays in
10 or a lack of guarantee for the motor vehicle safety glass work.

11 (d)(1) If there is any communication between a glass claims
12 representative for an insurance company doing business in this state or a
13 third-party claims administrator for the insurance company and an insured
14 regarding motor vehicle safety glass repair or replacement work or motor
15 vehicle glass products, in the initial contact with the insured, the
16 representative or third-party claims administrator shall state or disclose to
17 the insured a statement substantially similar to the following:

18 "You have the right to choose a glass shop where the damage to your motor
19 vehicle will be repaired. If you have a preference, please let us know.".

20 (2) Unless a glass claims representative for an insurance
21 company doing business in this state or a third-party claims administrator
22 for the insurance company provides the insured with the name of at least one
23 (1) additional glass shop in the area where the motor vehicle safety glass
24 work is to be performed, the claims representative or the claims
25 administrator shall not provide an insured with the name of, schedule an
26 appointment for an insured with, or direct an insured to, a glass shop that
27 is owned by:

28 (A) The insurance company;

29 (B) The claims administrator; or

30 (C) The same parent company as the insurance company or
31 the claims administrator.

32 (e) In addition to the penalties available under the Trade Practices
33 Act, § 23-66-201 et seq., a violation of this section is:

34 (1) An unfair trade practice under the Deceptive Trade Practices
35 Act, § 4-88-101 et seq.; and

36 (2) Subject to remedies and penalties under the Deceptive Trade

Practices Act, § 4-88-101 et seq.

/s/Crowell

Referred by Senator Crowell

Prepared by: ANS/ANS

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