

1 State of Arkansas
2 95th General Assembly
3 Regular Session, 2025
4

As Engrossed: S4/7/25

A Bill

SENATE BILL 602

5 By: Senator Crowell
6 By: Representative Wooldridge
7

For An Act To Be Entitled

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

16 TO PROHIBIT INSURANCE COMPANIES AND
17 APPRAISERS FROM REQUIRING AN INSURED TO
18 USE CERTAIN FACILITIES TO REPAIR OR
19 REPLACE DAMAGED MOTOR VEHICLE SAFETY
20 GLASS; AND TO PROVIDE PENALTIES FOR
21 VIOLATIONS.
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24 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:
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26 SECTION 1. Arkansas Code Title 23, Chapter 66, Subchapter 3, is
27 amended to add an additional section to read as follows:

28 23-66-322. Motor vehicle safety glass repair practices – Definition.

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

32 (b) A motor vehicle physical damage appraiser shall not require that
33 motor vehicle safety glass repair or replacement work be performed or not be
34 performed in or by a specified facility or glass shop.

35 (c) An insurance company doing business in this state or a third-party
36 claims administrator, agent, or adjuster for an insurance company doing



1 business in this state shall not:

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

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

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

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

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

25 (A) The insurance company;

26 (B) The claims administrator; or

27 (C) The same parent company as the insurance company or
28 the claims administrator.

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

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

33 (2) Subject to remedies and penalties under the Deceptive Trade
34 Practices Act, § 4-88-101 et seq.

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36 */s/Crowell*