

State Farm®

Glass Claim Services



Date: September 1, 2016
To: National Glass Program Participants
From: Rob Akerhielm, Section Manager, State Farm Glass Claim Services
Re: National Glass Program Pricing Changes

Summary:

Effective with work assignments issued starting September 19, 2016 State Farm® is changing the pricing to its National Glass Program.

Pricing Changes

- State Farm® will be adjusting the current market rates for auto glass pricing in relation to National Auto Glass Specifications (NAGS®). *A table of the market pricing changes is available below.*
- There will be an increase in the O&A contract hourly labor rate. *A table for the labor rate change is available below.*
- Effective with Work Assignments issued starting September 19th, the new pricing rates will be:
 - Pricing Zone 1: Currently 25% off of NAGS list price for the piece of glass will change to **32%** off of NAGS list price
 - Pricing Zone 2: Currently 15% off of NAGS list price for the piece of glass will change to **24%** off of NAGS list price
 - Pricing Zone 3: Currently 0% off of NAGS list price for the piece of glass will remain at **0%** off of NAGS list price
 - Labor will increase from \$35/NAGS labor hour to **\$38/NAGS** labor hour
- There is no change to Kit pricing nor to Windshield Repair pricing

Action Needed

There are no changes to the O&A contract at this time. No action is needed from you to continue as an O&A participant shop. Your continuation in the O&A Program is an acceptance of the pricing changes.

Any updates to current Select O&A participant Customized Offers® will need to be submitted on or before September 19, 2016.

You may review and/or edit [your](#) company's METRYX® profile and/or Customized Offers® within the login secured features at www.lynxservices.com

For More Information

If you have questions regarding METRYX or access to your METRYX profile and/or Customized Offers[®], please contact LYNX[™] Services via email at fieldsupport@lynxservices.com or call (239) 479-6000 option 5.

If you have questions regarding the pricing changes or the O&A contract please contact State Farm[®] Glass Claim Services at (800) 291-8650, option 3, then option 2.

OFFERED GLASS PRICING		
	Current Materials Pricing in Relation to NAGS	Offered Glass Pricing in Relation to NAGS
Pricing Zone 1	-25%	-32%
Pricing Zone 2	-15%	-24%
Pricing Zone 3	0%	0%

OFFERED LABOR PRICING		
	Current Labor Rate	Offered Labor Rate
Pricing Zone 1	\$35/hour	\$38/hour
Pricing Zone 2	\$35/hour	\$38/hour
Pricing Zone 3	\$35/hour	\$38/hour