

September 3, 2009

TO: Vehicle Glass Repair/Replacement Vendors

RE: Auto Club Group Glass Program

**Announcement**

Auto Club Group has selected Safelite Solutions to administer its vehicle glass program. Safelite will begin its responsibilities September 16, 2009. As Auto Club Group's glass program administrator, Safelite will serve as the first point of contact for vehicle glass claims, schedule repair or replacement work and make payments to vendors on behalf of Auto Club Group.

Policyholders have been instructed to report all vehicle glass claims to the Auto Club Group. Glass calls will be directed to Safelite's 24-hour call center for processing. If a policyholder comes directly to your shop, please advise them to call the Auto Club Group directly through the number listed on their membership card. The Auto Club Group requires the policyholder to report the claim directly.

As Auto Club Group transitions to a new program administrator, we ask that you follow the following guidelines.

For work received from Lynx Services on behalf of Auto Club Group, prior to September 16, 2009, please submit the invoice to:

Auto Club Group Invoicing  
Lynx Services from PPG Industries  
6351 Bayshore Road  
Fort Meyers, FL 33917  
Fax: 239-479-6161

For work received from Safelite on behalf of Auto Club Group, please submit the invoice to:

Auto Club Group  
PO Box 182277  
Columbus, GA 31918-2277

Effective September 16, 2009, please send all Auto Club Group invoices to Safelite at the address listed above.

If you have EDI capability, you can make arrangements with Safelite to transmit invoices. If you are using a billing service to convert your invoices to an electronic form, inform the service to send the invoices to Safelite beginning September 16, 2009. If you do not have EDI capability, you may use SGCNetwork.com to send invoices electronically free of charge, which will help facilitate the timely payment of your invoice.

Contact Safelite at [Shop\\_Care@Safelite.com](mailto:Shop_Care@Safelite.com) or (614)602-2120, if you have any questions regarding the glass program. If you are interested in joining the Safelite affiliate network, please contact Tom Reid at (614)210-9541 or (614)602-2120 or contact him via e-mail at [Tom.Reid@safelite.com](mailto:Tom.Reid@safelite.com).

Sincerely,

SGC Network