

Friday February 8, 2008

Dear Shop Owner/Manager:

We continue to appreciate the glass service you provide to the Progressive Group of Insurance Companies' policyholders and claimants. After careful consideration of market conditions, we have concluded that an adjustment to our *Fair and Reasonable* pricing structure is warranted. In order to facilitate timely payment of invoices, we are informing you of these updated pricing standards. These prices are not the lowest available to us; however, we believe they represent fair and reasonable prices for the market.

Progressive has established the following rates for shops in your area effective for work performed on or after February 15, 2008:

Part	Discount/Price	Unit	Note
NAGS Windshields	37% Off (-) NAGS List		
NAGS Tempered	37% Off (-) NAGS List		
Labor	\$40.00 per NAGS Hour		
High Modulus/Non-Conductive Urethane	\$20.00 Kit	1.0	
	\$30.00 Kit	1.5	
	\$40.00 Kit	2.0	
All other urethanes	\$15.00 per NAGS kit quantity		
Repairs	\$55.00 Per Windshield		Flat

The prices above supersede any prior pricing for Progressive. However, if you have previously negotiated an agreement with a local Progressive claims branch, and if that agreement provides for larger discounts than those listed above, then you should continue to honor your agreement with the branch for any glass work done in conjunction with a collision or comprehensive claim that includes damages in addition to glass.

Safelite Solutions LLC is administering our glass program. Customers should report their claim to 1-800-PROGRESSIVE so that coverage can be confirmed, before any work is begun. Payment will be made promptly if a claim is opened, coverage is in order, and invoices are complete and accurate and are not billed at rates higher than this pricing structure.

All invoices should be billed to Progressive at the following address:

Progressive  
 P.O. Box 182876  
 Columbus, Ohio 43218-2876

If you send your invoice via EDI, please use mailbox SAFT.107, and program I.D. 09034. 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.

We look forward to working with you in providing glass service to our customers. If you have any questions, please contact Safelite Solutions at ShopCare@safelite.com or by faxing 614-210-9504.

Sincerely,  
 Contract Management  
 Fax: 614-210-9504  
[www.sgenetwork.com](http://www.sgenetwork.com)