

TO: Allstate Glass Claim Express Participants

SUBJECT: New Allstate Glass Service Provider Agreement

Allstate recently announced the launch of a new Next Gen Self-Service web application that enables Allstate policyholders to report a glass loss, confirm their insurance coverage and deductible, and schedule their glass service appointment 24/7 via Allstate.com.

To further enhance the customer experience, Allstate will be making the following changes to the Allstate Glass Claim Express (GCE) program.

New Glass Service Provider Agreement

Effective November 1, 2009, an amended Glass Service Provider Agreement will take effect. The new agreement is available for your review on the Allstate pages of the METRYX™ industry services registry. You do not need to take any action to adopt the new agreement – it will become effective as an amendment to the current agreement on November 1.

Under the new contract, Allstate will record and track a set of Key Performance Indicators (KPI) such as relative competitiveness on pricing, Customer Satisfaction Index (CSI) and Warranty Frequency/Performance to determine which providers will participate in Allstate's Distinguished Performer program. The Distinguished Performer standard is set by the aggregated and sustained performance of leading GCE Participants. Distinguished Performers who are GLAXIS e-Scheduling enabled will also be featured on the Allstate.com Self-Service web application.

Providers that do not perform consistently within industry-leading parameters will be eligible to continue participation in GCE at the Industry Participant status. Allstate also recognizes that the performance of any one company can change over time, and that today's Industry Participant can earn the opportunity for the Distinguished Performer designation.

Allstate will continue its practice of honoring the choice a customer may have for a particular auto glass service provider. However, if a customer does not have a preference Allstate will provide the customer with the name(s) of GCE participating glass service providers who, according to their track record are known to consistently deliver quality service to our customers.

Allstate will assist GCE Participants by routinely displaying participant performance results over multiple measurement periods in each participant's secure company profile within the METRYX industry services registry. Display of multiple measurement periods will assist GSP with trends, insight, and notice of any KPI that is considered a "Needs Improvement" opportunity. The current eligibility of each participant for the Distinguished Performer designation will also be visible within METRYX. Allstate will consider each participant's performance as reported on METRYX, and any other factors deemed relevant by Allstate, when inviting GSP to participate at the Distinguished Performer status.

The following categories will be assessed by Allstate in determining a participant's eligibility for the Distinguished Performer designation:

1. Customer Satisfaction Index (CSI) – Participant demonstrates and sustains CSI performance as measured by Allstate at a level that meets or exceeds the established KPI level.
2. Minimum Time in Program – Participant has been in the program, at the Industry Participant level, for not less than 180 days.

3. Minimum Number of Qualifying Assignments – Participant has performed not fewer than 60 glass replacement work assignments [or 60 repair work assignments in the case of a repair-only participant] at the Industry Participant level and is in good standing with GCE.
4. Warranty Performance – Participant must demonstrate and sustain Warranty Performance as measured by Allstate at a level that meets the established KPI level.
5. NAGS Parts Utilization - NAGS Parts utilized as a percent of total replacement parts utilized will be measured by Allstate to determine “Best in Class” performance that considers local market conditions/differences.

Allstate may add and/or revise KPIs as needed to enhance the GCE program, or as needed to keep pace with auto glass industry trends and practices.

When GSP meets requirements for Distinguished Performer status, Allstate or Program Administrator will provide GSP with not less than ten (10) days notice of such eligibility and its effective date. On the effective date of eligibility, the Distinguished Performer status will be activated and Distinguished Performer discount structure will apply. However, GSP may decline Distinguished Performer status by written notice to the Program Administrator.

GCE Program Participation Management

Access to the METRYX industry services registry is available through the METRYX menu tab within the log in the secured section of the LYNX Services Web site at: www.LYNXServices.com.

KPI Methodology and Reporting

Specific participant KPI results will be posted within the individual participant’s secure company profile on the METRYX industry services registry. KPI results will be shown for three consecutive assessment periods, in chronological order.

Performance measurements that meet or exceed KPI requirements will be displayed with a green indicator color. KPI performance measurements that need improvement will be indicated in yellow. Two consecutive yellow indicators will trigger a red indicator, resulting in a review and possible removal of the participant’s Distinguished Performer designation.

KPI performance measurements for the current assessment period will be updated regularly to reflect the most current performance data. A participant that has yellow or red indicators for its prior assessment periods can monitor its progress during the current assessment period to help it achieve the Distinguished Performer designation.

GCE participants that have not or are not currently performing at the KPI level required for Distinguished Performer designation may earn the opportunity for Distinguished Performer participation by demonstrating improved KPI results in two consecutive assessment periods. Once Distinguished Performer designation has been earned, it may be sustained by continued performance at the required KPI levels. If KPI performance is marked “Needs Improvement” for any two consecutive assessment periods, the Distinguished Performer designation will be forfeited until such time as performance measurements return and are sustained at industry-leading levels.

To further assist GCE participants with understanding and managing their participation in GCE, LYNX Services will send routine e-mail communications to the designated participant company’s primary contact to advise of important milestone events including:

1. Assessment Period Complete – Eligibility for Industry Participant level
2. Assessment Period Complete – Eligibility for Distinguished Performer level

3. Assessment Period Complete – Assessment Period @ Needs Improvement (Yellow)
4. Assessment Period Complete – 2 Assessment Period @ Needs Improvement (Red))
5. Assessment Period Complete – Renewed Eligibility for Distinguished Performer Designation

Timetable

The new Allstate Glass Service Provider Agreement is available for review by current and prospective GCE participants effective October 16, 2009. Please access the new agreement via the Allstate pages within the METRYX industry services registry.

The initial eligibility of all current GCE participants for the Distinguished Performer or Industry Participant designation is displayed within the Allstate pages on METRYX. All participants remain eligible to participate with a Customized Offer® pricing agreement with Allstate.

The new GCE referral methodology, which features utilization of the Distinguished Performer designation for most non-choice referrals, will become effective on November 1, 2009.

Other Revision to the Glass Service Provider Agreement

In addition to the revisions described above, GCE participants are now required to submit a Bill of Sale for each Dealer Glass or other Authorized Non-NAGS glass part as may be required by Allstate. The process and method of submission will be established and communicated separately. At that time, payment for such Dealer Glass parts will be contingent upon receipt of Bill of Sale or other acceptable proof of purchase.

Summary:

Since the inception of GCE, Allstate has taken steps to use leading technology and process enhancements to achieve a differentiated level of customer service for policyholders and claimants. Allstate appreciates the commitment and cooperation of GCE participants who support these objectives.

The launch of the Next Generation of Glass Claim Express is designed to recognize that there are differences among auto glass service providers and in their commitment to serve Allstate's customers with distinction. Allstate will continue to honor the choices our policyholders and claimants may have for a glass service provider of their choosing, but with this new model, a model designed for increased customer satisfaction, Allstate will feature Distinguished Performers when asked for assistance by our policyholders. This is consistent with our commitment to provide best in class claim experience for our customers.

Thank you for your valued participation in Allstate Glass Claim Express.