

March 10, 2008

TO: All LYNX Services Contracted Participants
RE: Administrative Change to LYNX Services Contract

This communication is provided as notice of a Change to the LYNX Services Contract between your Company and LYNX Services made in accordance to Section IX, Paragraph 3 of the Contract.

LYNX Services is pursuing an increasingly broad array of commercial opportunities to increase business access and opportunity for its Contracted Participants. These opportunities include traditional call center-based customer service solutions, but also pave the way for new sources of work that involve new service channels such as the Internet to access and service customers with glass claims. In response to these emerging commercial opportunities, there is a need to anticipate some non-traditional business models that may be required of LYNX. Therefore, effective March 10, 2008, the initial sentence of Section III, Paragraph 5 of the Contract will be changed to read as follows:

To meet competitive market conditions at specific Companies, a standard service charge *may* be deducted from the payment made to Participant as follows:

The remainder of Paragraph 5 remains unchanged.

The opening of new service channels and emerging market requirements that are linked to new technology, new customer requirements, and new methods of commerce, require an increased flexibility in administrative methodology. This Change is made consistent with LYNX Services' long standing commitment to provide increased value for the buyer and the seller in the transactions it facilitates, and is evidence of LYNX Services' continued commitment to innovation, flexibility, and change management.

At your convenience, please review the entire LYNX Services Participant Agreement as it is posted, including the Change described here, by visiting your company's profile within the METRYX Industry Services Registry and selecting the View Program Contract link under LYNX Services Participants in the GLASS PROGRAMS section.

Thank you for your kind attention, and for your continued enrollment as a LYNX Services Participant.

Sincerely,

Participant Management
LYNX Services