



November 29, 2007

To: LYNX Services Participants servicing zip codes in Arizona, Florida, Nevada, New Mexico, South Carolina and Texas

Re: The new Gainsco Insurance glass program

LYNX Services is proud to announce that effective December 3, 2007, Gainsco Insurance (Gainsco) will utilize LYNX Services to administer their auto glass program. Please note any auto glass claim initiated on or before December 3, 2007 will be processed under the current Gainsco processes.

Please note the Gainsco insured must report their glass loss by calling the appropriate Gainsco call center utilizing one of the toll-free telephone numbers listed below:

Location	States Serviced	Number	Business Hours
Texas Call Center	Arizona, Nevada, Texas, New Mexico	800-699-1561	7:00 AM – 7:00 PM CST Monday – Friday 9:00 AM – 6:00 PM CST Saturdays
Florida Call Center	Florida, South Carolina	800-526-8016	7:00 AM - 6:00 PM EST Monday – Friday

Once the claim has been reported and coverage verified by Gainsco personnel, the call will be transferred to the LYNX Services call center for dispatching.

In order to process your invoice as quickly as possible, always follow the established procedures outlined on the LYNX Services dispatch. Upon completion of the work, send your invoice to LYNX Services. Failure to follow these procedures will delay or otherwise affect your reimbursement for the services provided.

To obtain the pricing relevant to your company access the METRYX™ Industry Services Registry at www.lynxservices.com. Once you log in and select the METRYX menu button, go to the glass programs section and click “View Pricing” under the LYNX Services Participants program. Then select “Gainsco” from the drop down menu. You will then choose between the current pricing and the pricing to be effective November 6, 2007.

Pricing specifics may also be requested of the LYNX Services Representatives during

the dispatch process and will appear on the hard copy dispatch confirmation fax. For glass shops in the PowerSync™ program, the applicable pricing is electronically transmitted with the work assignment into your point-of-sale software to ensure accuracy and eliminate EDI rejections that can delay payments. To learn more about PowerSync™, e-mail LYNX Services at powersync@lynxservices.com.

Should you have any questions accessing METRYX or obtaining pricing, please do not hesitate to contact the LYNX Services Participant Management team at participantmanagement@lynxservices.com, or by sending a “Contact Us” message through our website addressed to “Participant Services” or by calling 239-479-6000 and pressing 5 for the Participant Management team.

If you have any questions concerning the Gainsco auto glass program you may call Gary Bob Smith at 1.800.922.2293 x 3. Thank you for your attention to this matter.