



NEWS RELEASE

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LYNX Services® Announces Key Executive Assignments

Auto Glass & Insurance Claims Management Company Poised for Next Level of Growth

Pittsburgh, PA, Jan. 26, 2012 –

LYNX Services announced key leadership assignments that reflect the company's expanding portfolio of services, and its continued commitment to growth in the insurance segment. In a key executive hire, the company announced that industry veteran Richard A. Palmer III has joined the company as its Vice President of Sales and Marketing. Concurrently, Chris Umble, the company's Vice President of Strategic Initiatives, was named to the newly created position of Executive Director, Auto Glass Claim Solutions.

Palmer joins LYNX with over twenty years of proven sales, marketing and business development experience within the automotive, insurance, and the financial services markets. He most recently served as Vice President, Corporate Sales for Mitchell International, a leading provider of information and workflow solutions to the Property & Casualty Insurance Claims and Automotive Collision Repair industries. Palmer's new Executive responsibilities include directing sales, market development, product management, and Client integration and support functions. "LYNX Services has grown, and is growing, in significant ways beyond its original core glass claims business. I am excited about joining this successful organization and the opportunity to further its commercial growth in Auto Claims Management, Property Claims Management, strategic First Notice of Loss services, and beyond", said Palmer.

In this new role, Umble maintains his key account management duties and takes on Executive responsibility for defining and executing winning business strategies to bring new value to existing Client relationships and to drive growth in the company's auto glass claims management segment. Additionally, Umble will be responsible for managing and differentiating the company's auto glass retail partner networks into a robust, coordinated, and next generation enterprise solution. Starting his career with PPG Industries in 1986, Umble has served as a key Executive Leader in various commercial market development and sales capacities within LYNX Services since the inception of the business in 1994. "As our portfolio of clients and services has grown and diversified, we have a need to expand our capabilities and yet also focus on the next generation of our core glass claims business. I am excited about leveraging our knowledge of the claims, auto glass, and technology sectors in ways that ensure we serve clients with a distinct and distinguished offering", he explained.

These new assignments have been made in response to the company's commitment to continued growth. "We continue to invest in our business and to attract the talent needed to continue to best serve

the insurance industry. Richard and Chris are two dynamic leaders, both with outstanding resumes and reputations in this industry. They have the vision, the values and the passion to help lead our company into the future," said John Wyseier, President, LYNX Services and Vice President and General Manager of PGW's Insurance & Services division. "Both the auto glass and insurance claims management environments are changing rapidly and our company is committed to leading that change. I look forward to working our entire team, and with Richard and Chris in their new roles, to continue to drive superior results and long term value for our customers."

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About LYNX Services®

LYNX Services, LLC, a wholly-owned subsidiary of Pittsburgh Glass Works (PGW), is a leading U.S.-based provider of third-party claims administration and contact center services.

LYNX Services is a powerful, proven resource for companies that seek seamless, continuous connections with customers, prospects and vendors.

From processing millions of claims a year for insurance companies to powering customer service for organizations through best-in-class call centers and technology, LYNX Services leverages its assets to improve outcomes in customer satisfaction, cost, and retention.

LYNX offers an unparalleled combination of experience, advanced technology, workforce stability, solid quality assurance practices and sound business continuity procedures that ensure customers and prospects the best possible experience.

Contact LYNX at www.LYNXServices.com to learn how we make all the right connections for our clients.