

Thursday, September 27, 2007

Dear Participant,

Harleysville Insurance has selected Safelite Solutions to administer its vehicle glass program. **Safelite will begin its responsibilities September 28, 2007.** As administrator, Safelite will serve as the first point of contact for vehicle glass claims, schedule repair or replacement work and make payments to vendors on behalf of Harleysville Insurance. We continue to appreciate the glass service you are providing to our Harleysville Insurance customers and hope that this will make your handling of our customer's glass needs more simplified.

Policyholders and their agents are instructed to report all vehicle glass claims by calling 1-800-892-8877, select option 2. A glass claim can only be reported by the agent or policyholder. For this reason, the call center will not take calls directly from a shop to report a claim. If however, a policyholder comes directly to your shop, please have them report the glass claim as stated above for prompt service and to avoid delays.

Effective **September 28, 2007**, please send **all** Harleysville invoices to Safelite Solutions at the address listed below.

Harleysville
PO Box 182647
Columbus, OH 43218-2647

This includes any invoices for worked received from Omega Glass Solutions. Do not send any invoices to the address you have for Omega Glass Solutions, as this may delay the payment of your invoice

Harleysville has established the following rates for shops in your area effective for services performed on or after **September 28, 2007**:

Windshield discount:	24.00%	Off of NAGS
Curve Tempered discount:	24.00%	Off of NAGS
Labor charges:	\$40.00	Flat
Plus	\$30.00	Per NAGS Labor Hour
High Modulus/	\$20.00	1.0 Kit
Non-Conductive Urethane	\$30.00	1.5 Kit
	\$40.00	2.0 Kit
All other urethanes:	\$15.00	Per Kit
Windshield repairs:	\$59.95	
	\$10.00	for additional repairs, (Maximum of 3 total)

If you are using a billing service to convert your invoices to an electronic form, inform the service to send the invoices to Safelite Solutions beginning September 28, 2007. Please use mailbox SAFL107 and program ID 09023. 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 the Safelite Solutions at shopcare@safelite.com or by faxing inquiries to 614-210-9504.

Contract Management
Fax: 614-210-9504
www.sgcnetwork.com