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Safelite Solutions Contact Center Operations Successfully Reinstates ISO Certification

Columbus, Ohio – One year after receiving its ISO 9001:2000 certification, Safelite Solutions' 800-seat contact centers have earned renewal of its ISO accreditation.

"We believe in and are committed to the quality process set forth by ISO," said Brian O'Mara, vice president of contact center operations for Safelite. "Since our initial certification one year ago, our team has continued to maintain and embrace the high standards of service needed to earn this mark of excellence. It's something we take very seriously and are proud to talk about."

The internationally recognized ISO 9001:2000 standard is applicable to any manufacturing or service industry. Created by the International Organization for Standardization (ISO), its objective is to set international excellence for quality management systems and is considered a benchmark of excellence.

"This recognition not only reinforces the quality standards that we've had in place for a long time, but it also speaks volumes about the quality of the people we employ," adds O'Mara. "It validates to our employees and customers that we are serious about being the best at what we do."

Columbus, OH-based Safelite Solutions provides property and casualty claims management services to more than 100 insurance and fleet clients, including 17 of the top 30 U.S. property and casualty insurance companies. A subsidiary of Safelite Group, Safelite Solutions operates two national contact centers and manages a network of more than 10,000 claim fulfillment providers.

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