

Attached you should find the Safelite Network Participation Agreement Addendum.  
(Two pages to follow.)

**What are the highlights?**

- More specific guidelines as it relates to auto glass installation procedures.
- For invoices submitted through the mail or by fax, the replacement invoice fee will be \$13.00 and repairs will be \$9.00. Safelite will continue the policy of not collecting fees for EDI and Web Invoicing.
- Implementation of a process whereby any paper invoice received which lacks the proper information to be processed will be handled by a group of associates. This team will call shops to obtain the appropriate documentation. In the past, these invoices were mailed back to the shop.
- With EFT, shops will receive payments 7-10 days faster. In the future, if a shop would prefer to receive a paper check, a 0.5% invoice fee will be charged to each invoice. Network member shops may apply for an EFT account through the SGCnetwork.com web site.
- This amendment becomes effective on June 1, 2006. **You do not need to send a signed copy back to us. You will automatically remain a participant under the addendum.**
- The information shared by Safelite shall be considered Confidential.

If you no longer wish to remain a Safelite Network Participant, please fax a response to 614-210-9504 or contact the Regional Contract Relations Managers below.

**Network Shop Contract Relations Managers**

**Troi Miller**  
Eastern United States  
*East of the Mississippi River*  
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**Dave McPhaden**  
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June 2006

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**ADDENDUM**

Addendum effective June 1, 2006 to that certain Safelite Network Participation Agreement (the "Agreement") between Safelite Solutions LLC ("Safelite") and the notified party ("Participant").

In accordance with provision 7.4 of the Agreement, the following changes to the Agreement shall be binding upon Participant, unless within ten (10) days of the receipt of this addendum, Participant notifies Safelite in writing of its objection to the change and Participant's election to terminate this Agreement as of the effective date of the change:

1. Provision 1.7 of the Agreement is hereby amended by adding the following:

Upon request, Participant shall provide evidence of ongoing training and certification as to safe installation procedures and proper use of windshield adhesives.

2. Provision 2.3 of the Agreement is hereby amended by adding the

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In the event that Participant submits an invoice for auto glass repair and/or replacement work containing errors or deficiencies, Participant must so notify Safelite within thirty (30) days of receipt of payment for such work. Should Participant fail to do so, Participant will forfeit any balance claimed relating to the work and Safelite will not submit the revised invoice to the insurance or fleet company for additional payment and Participant shall not seek reimbursement directly from the policyholder or fleet company.

3. The billing charges set forth in Provision 2.4 are hereby replaced with the following:

For EDI or Web Billing: No fee

For Manual Billing: \$13.00 per invoice for replacements and  
\$9.00 per invoice for repairs

4. The Agreement is hereby amended by adding the following:

2.6 Payments will be disbursed to Participant via Electronic Funds Transfer (EFT) upon Participant's submission to Safelite of information necessary to issue EFT payments. If Participant elects to receive payment via manual check after August 31, 2006, Participant agrees to pay a manual payment fee of 0.5% of the payment amount and hereby authorizes

Safelite to deduct such fee from the payment. Participant further agrees not to charge any customer or insurance or fleet company for such fee.

5. The Agreement is hereby amended by adding the following:

4.2 Participant shall submit any records requested hereunder for audit within five (5) business days of the request, unless otherwise mutually agreed by the parties. Should Participant fail to provide the records required to be maintained hereunder, Safelite shall be entitled to terminate Participant's use of its electronic invoicing solutions and shall be entitled to a refund of any payment comprised of insurance policy proceeds that Participant can not prove was assigned to Participant for work performed, which payment Safelite will submit back to the applicable insurance company. Participant hereby authorizes Safelite to recover any such payment by means of set-off against amounts owed to Participant or otherwise. The aforementioned remedies will not be the exclusive remedies for any breach of this Agreement but will be in addition to all other remedies available at law or equity to Safelite.