



January 7, 2008

To: All LYNX Services Participants

Re: **Amica Mutual Insurance Company**

We are pleased to announce that LYNX Services has been selected as one of two administrators to participate in managing the glass repair and replacement program for Amica Mutual Insurance Company (Amica). Amica, based in Lincoln, RI is a national company with the majority of their policyholders located in the east.

Please be sure to report all glass only losses through Amica's toll-free telephone number 800-242-6422 following the prompts to report a glass only loss and thoroughly review your work assignment before beginning any work for a policyholder.

After **January 8, 2008** your company may access pricing via 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 Program Pricing" under the LYNX Services Participants program. Then select Amica from the drop down menu. Pricing specifics may also be requested of the LYNX Services Representatives during the dispatch process and this information 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.

Your invoices will be paid as quickly as possible if you follow the procedures outlined in the **LYNX Services work assignment and submit all invoices directly to LYNX Services as indicated.** Invoices submitted directly to Amica will be forwarded to LYNX Services for auditing and processing. Non-compliance to the process will result in payment delays and may result in denial of payment for unauthorized work.

Questions may be directed by email to participantmanagement@lynxservices.com, or by sending a "Contact Us" message through our website addressed to "Participant Services".

Thank you in advance for your continued effort and support.

Peter J. Masci
Strategic Account Manager
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