



December 6, 2007

To: All LYNX Services Participants
Re: Federated Mutual Insurance Company

The Federated Mutual Insurance Company auto glass program announces a change to the program pricing effective **Friday, December 7, 2007**. The windshield repair allowance, the hourly labor rate and the glass part pricing has changed for all auto glass claims dispatched on or after **December 7, 2007**. These will be audited at new factors on the NAGS published list price.

To obtain the pricing relevant to your company access the **METRYX™** Industry Services Registry at www.lynxservices.com on or after December 7th. 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 Federated Mutual Insurance Company from the drop down menu.

Pricing specifics may also be requested of the LYNX Services Representatives during the dispatch process and 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.

Should you have any questions accessing METRYX or obtaining pricing, please do not hesitate to contact the LYNX Services Participant Management team at participantmanagement@lynxservices.com, or by sending a "Contact Us" message through our website addressed to "Participant Services" or by calling 239-479-6000 and pressing 5 for the Participant Management team.

If you have any questions concerning the Federated Mutual Insurance Company auto glass program you may call Samuel Kason at 909-450-7548. Thank you for your attention to this matter.