



August 29, 2007

Dear Respected Glass Provider:

Effective for all glass replacement claims on or after September 1, 2007 HSG will begin assessing a \$35 administrative charge for any and all warranty claims or occurrences.

Warranty claims require an extraordinary amount of administrative effort and yield a poor customer experience, so it is our hope that you will do all that you can to eliminate the need for warranty claims to be filed. We support and encourage all of our network shops to comply with the AGRSS standard and we believe that such adherence will drastically minimize warranty events.

Unlike competing TPAs, HSG is completely independent. We have no ownership or equity interest in manufacturing or retail outlets, so we are not influenced by the “brand” that performs the retail service – we just want to ensure the best quality and customer experience on every installation.

At HSG we believe that both quality and price matter, so we encourage all glass retailers to offer a compelling value proposition in order to earn additional glass referrals. Thank you for your participation in our network.

Sincerely,

Vendor Management