



Dear SGC Network Participant,

Please find attached an addendum to your Safelite Network Participation Agreement.

This addendum is issued in accordance with section 7.4 of your agreement and is effective May 16, 2011.

No action is necessary on your part.

Any written notification may be sent via fax to 614-210-9504 or mailed to:

SGC Network  
Attn: Contract Management  
2400 Farmers Dr  
Columbus, Ohio 43235

If you have any questions pertaining to this matter, please email me at [dave.mcphaden@safelite.com](mailto:dave.mcphaden@safelite.com)

Thank you for your cooperation.

David B. McPhaden  
National Contract Manager  
SCG Network

**ADDENDUM**

Addendum effective May 16, 2011 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. The Agreement is hereby amended by replacing Provision 1.3 in its entirety with the following:

- 1.3 Participant shall use methods and materials to retain original vehicle structural integrity and performance characteristics. Participant shall follow all practices and procedures recommended by the manufacturer of the adhesive used by Participant in performing replacement work for customers. Participant shall advise each customer of the relevant minimum safe drive away time supported by the manufacturers'

Standards Institute automotive glass replacement standard. Participant shall maintain documentation to demonstrate compliance with this standard and, upon request, shall provide evidence of ongoing training and certification as to safe installation procedures.

4. The Agreement is hereby amended by adding Provision 1.11 as follows:

1.11 Participant shall meet or exceed all customer service standards established and/or communicated by Safelite, or applicable insurance or fleet company, which may include, but are not limited to, customer feedback surveys, warranty performance, and general customer comments.