

TeleGlassTM

N A T I O N A L

April 3, 2009

To Our Valued Glass Shop Partners,

TeleGlass National is continuing to work to provide you with valuable business referrals and job assignments. As the Industry evolves, and many industry participants are contracting or exiting the auto glass service business, we continue to make significant investments in our business and infrastructure to enhance our combined future in the auto glass industry. It is our goal to continue to bring on new programs delivering service opportunities to your shops.

As part of our business plan review, effective April 7, 2009, all transactions will incur a \$5.00 administrative charge. We have also reviewed our paper invoice fee schedule which has been in effect since May 2005. Our administrative fee schedule will be