

State Farm Insurance Company



Springfield Service Center
2801 West Lawrence Avenue
P.O. Box 7046
Springfield, Illinois 62791-7046
Phone #217-793-7900

RE: [REDACTED]

Dear [REDACTED]

As I explained to you, State Farm has asked repair facility owners and operators to agree to certain guidelines we think are essential to ensure quality repairs. Many repairers have agreed to these standards, or criteria, and their names are listed in a reference guide which we maintain to assist customers who request our help in selecting a repairer.

You are entitled to authorize repairs at any repair facility. However, as I explained, the repairer you have indicated, American Auto Body, is not listed in State Farm's reference guide. Therefore, if repairs do not meet your expectations for any reason, we may not be able to assist you as effectively as we would like.

It is important that you understand this: The amount we pay for repairs to your vehicle will be limited to the amount of the State Farm estimates which you received and any supplement approved by us. In other words, we will not pay additional amounts we do not feel are justified.

I urge you to review our estimate with your repairer before authorizing repairs.

This confirms our discussion. Should you have further questions, please feel free to contact me.

Sincerely,

Nereida M. Littrell
Claim Specialist
(217) 793-7917

State Farm Mutual Automobile Insurance Company

EXHIBIT B

EXHIBIT D

HOME OFFICES: BLOOMINGTON, ILLINOIS 61710-0001

State Farm Insurance Companies



Illinois Office
2702 Ireland Grove Road
Bloomington, Illinois 61701

February 24, 1992

Bill Ebert
American Auto Body
1520 Pope
Springfield, Illinois
62702

Dear Mr. Ebert:

You are hereby notified that American Auto Body has been removed from State Farm Insurance repair facility reference for failure to adhere to criteria number 1.

This action has been taken due to incidents wherein firearms were inappropriately displayed to State Farm personnel when they were on your premises for business reasons and other unprofessional conduct which our employees have been subjected to during the course of their dealings with American Auto Body. Our employees have been requested not to enter your premises for business purposes at any time.

Sincerely,

STATE FARM INSURANCE COMPANIES

EXHIBIT B

STATE FARM'S REPAIR FACILITY CRITERIA SURVEY FORM

As part of State Farm's Auto Damage Claim Policy, the Repair Facility Criteria are:

759 400

1. The repairer agrees to follow ethical and professional business practices in its business conduct with State Farm representatives and our mutual customers.
2. The repairer agrees to perform repairs which serve to restore the damaged vehicle to a preloss condition relative to safety, function and appearance and further agrees to warrant such repairs, including refinishing, for a period of not less than one year from date of completion of repairs.
3. The repairer agrees to perform all repairs according to the itemized repair estimate or as subsequently approved by State Farm and agrees to employ repair/replacement techniques as described in the itemized repair estimate. If such repair/replacement techniques are found to be unnecessary to restore the damaged vehicle to a safe, preloss condition as described above, the repairer agrees to notify State Farm of any proposed deviation prior to repairs and to obtain approval as to the technique to be utilized and agreement as to costs to be incurred.
4. The repairer agrees to bill only for repairs when and as performed.
5. The repairer agrees that charges including, but not limited to, towing, storage, tear down and sublet repairs will follow those that are usual and customary in the market area.

6. ~~The repairer agrees to use quality replacement non OEM, used, rebuilt or reconditioned parts only if such parts meet the following criteria:~~

~~New non original equipment manufacturer parts must have the name, mark or logo of the manufacturer affixed or inscribed so as to be visible, where practicable, after installation. There must be assurance the parts will perform for fit and finish to a level which is at least equal to the original equipment manufacturer part being replaced.~~

~~CAPA certified parts shall be deemed to be in compliance.~~

~~Used, rebuilt or reconditioned parts must be of at least like kind and quality compared to the preloss condition of the part being replaced.~~

~~VP ~~New non original equipment manufacturer outer sheet metal parts must be backed by a written limited warranty against perforation rust through for as long as the part is owned by the first retail user for other new non original equipment manufacturer parts, the warranty terms must provide protection which is not less than the vehicle owner would receive upon electing to replace with a new, original equipment part.~~~~

7. The repairer agrees to allow a representative of State Farm to inspect vehicles on the repairer's premises during normal business hours for the purpose of writing estimates and to confirm that repairs are being completed as specified on the estimate.
8. The repairer agrees that all disagreements as to repair cost, techniques, method, parts or materials will first be brought to the attention of, and a sincere effort made by the repairer to resolve with, the local State Farm management person in charge of the claim file.
9. The repairer has the following operable equipment capabilities:
 - a. A measuring device suitable for symmetrical or asymmetrical structural dimensions.
 - b. Electrical or hydraulic equipment needed to perform multiple repair pulls on frame and unibody vehicles.
 - c. A gas metal arc welder (GMAW) which will be used in appropriate repair situations.
10. The repairer agrees that all sublet repairs will be performed in accordance with the repair facility criteria.

I certify that my repair facility meets State Farm's requirements and agree to the stated criteria.

Repair Facility Name MAJ 17 91 Phone number 217 785 4000

Address 1520 DODD SPRINGFIELD IL

[Signature] Date MAJ 17 91

Signature of Repair Facility Representative (Owner/Manager)