

State Farm Insurance Companies



June 11, 2008

Illinois Operations Center
2702 Ireland Grove Road
Bloomington, IL 61709-0001

Mike Poulard

Estimatics Section Manager

Pamela Pierson
Princeton Auto Body
29 South 6th Street
Princeton, IL 61356

Dear Ms. Pierson:

This letter is in response to your recent correspondence to Ed Rust and Susan Hood.

There may be instances when a customer and the repair facility agree to a repair procedure that includes full rear-body sectioning. This repair method has been under review for the past several months. As a result of this review, we have determined that this repair method is less feasible on newer model vehicles which incorporate special or alternative metals.

While this repair method may be practical in some situations, our position going forward is that this repair method is not to be included on an estimate written by State Farm. Otherwise, decisions on this repair method are between the customer and the repair facility.

If your repair facility, while working on a vehicle involved in a State Farm claim, receives a State Farm written estimate for a full body section, please contact the assigned claim person.

Sincerely,

Mike Poulard
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(309) 622-7757

MP/dg