

State Farm Insurance Companies



July 28, 1995

State Farm Insurance Claim Office
Jefferson Square Shopping Center
28th and Olive Streets
P. O. Box 1389
Pine Bluff, Arkansas 71613
Phone: (501) 534-1401
FAX # (501) 534-6533

Mackie Meeks
709 N Myrtle
Warren AR 71671

Dear Mackie:

Recently we figured a quality replacement hood on a vehicle for Mrs. Lara Brown. Mrs. Brown stated to us that you refused to use a quality replacement part hood. Mrs. Brown stated that you would only replace the hood with an original equipment manufactured part. Also, according to Mrs. Brown, you indicated that the quality of the quality replacement parts were less than satisfactory to you for fit and durability. However, we have not been shown any defective parts from the suppliers listed on our estimates by you to support your allegations.

When we surveyed your shop, you agreed to follow ethical and professional practices with State Farm Representatives and our mutual customers. Also, you agreed to perform all repairs according to the itemized estimate prepared by State Farm and to notify us of any proposed deviations prior to repairs being done.

In this case, you failed to comply with the State Farm repair facility criteria and you are in violation of this criteria. We want to conduct business with repairers who agree with our philosophy of competing for business in a free enterprise system, promising and delivering quality repairs and service in exchange for the prices charged. We want to conduct business with repairers who want to conduct business with us. However, if your shop continues to deviate from the State Farm Repair Facility Criteria, your shop may be removed from our Repair Facility Reference.

We request that you respond to the information outlined in this letter within twenty (20) days. Failure to respond within this time may result in your being removed from our Repair Facility Reference.

If you have any questions regarding this letter, please feel free to call us.

Sincerely,

Eva Myers
Resident Claim Superintendent
State Farm Mutual Automobile Insurance Company
501-534-1401



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