

MYERS, EVA D / MNRO/52 - OpenDesk print.

Message.

Dated: 08/23/95 at 1531.

Subject: mackie meeksremoval
Sender: Eva D MYERS / MNRO/52
FROM: Eva D MYERS / MNRO/52

Contents: 2.

Part 1.

FROM: Eva D MYERS / MNRO/52

TO: Dolores CALLAHAN / HOME/09

Part 2.

We have explained our position on QRPS with Mackie Meeks Body Shop in Warren, AR. He has failed to comply with the use of these parts. Mackie recently had a customer (insured) whom he advised to not accept QRP and that he would not use these parts. This particular claim resulted in a home office complaint because of our use of QRPS. We advised Mackie Meeks that he was in violation of the State Farm Repair Facility Criteria because he has not been following ethical and professional practices with our State Farm customers. Mackie did not respond to our letter within 20 days. The repair facility committee has met. The decision is to remove Mackie Meeks Body Shop from our reference. Divisional Claim Superintendent, Pat Puckett will send the letter advising the shop of our decision.

MYERS, EVA D / MNRO/52 - enDesk print.

Message.
Subject: mackie meeks
Sender: Eva D MYERS / MNRO/52
FROM: Eva D MYERS / MNRO/52

Dated: 08/23/95 at 1602.

Contents: 2.

Part 1.

FROM: Eva D MYERS / MNRO/52
TO: Pat PUCKETT / MNRO/36

Part 2.

I have discussed the removal of Mackie Meeks Body Shop in Warren, AR from our reference with Charles Eudy. I advised Charles that Article 8 states that the "repair facility should be advised in writing by the Divisional Claim Superintendent (responsibility can not be delegated)". Here is the letter I propose we send to Mackie. Let me know what you think.

Mackie Meeks
d/b/a Mac's Body & Glass
709 N. Myrtle
Warren, AR 71671

Dear Mackie:

On July 30, 1995, you received a letter from us regarding your noncompliance with the State Farm Repair Facility Criteria. We requested that you respond to the information outlined within 20 days. We did not receive a response from you within the time requested. Effective immediately, your shop is no longer on our Repair Facility Reference.

If you have any questions, you may give Eva Myers a call at (501) 534-1401.

Sincerely

① C. Pat Puckett
Divisional Claim Superintendent

Dear Mackie

Recently we figured a QRP hood on a vehicle for Mrs. Lara Brown. Ms. Brown stated to us that you refused to use a quality replacement part hood. Ms. Brown stated that you would only replace the hood with an original equipment manufacturer's part. According to Mrs. Brown, you indicated that the quality of the quality replacement parts was 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 allegation.

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 deviation prior to repairs being done.

In this case, you failed to comply with the State Farm repair facility criteria and 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 not comply with 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 20 days. Failure to respond within this time may result in your being removed from our repair facility reference.