



July 18, 2023

Attn: Glass Repair Program participants

RE: Glass Repair Program Redesign

Hello everyone,

I'm writing to provide you with some news regarding changes we are making to the Glass Repair Program.

Later this fall, we will be moving away from Glass Shared Benefits and launching a Glass Repair Program redesign.

The Glass Repair Program redesign will recognize glass repair facilities on an individual performance basis. It will also not limit the number of tier one glass repair facilities by regions or provincially.

Clearly defined performance targets will be established in the program redesign and your scoring/ranking will be based on your windshield repair ratio. When performance thresholds are met, Glass Repair Program participants will be rebated a portion of their NAGS glass part billings and will be given a rebate for the number of windshield repairs completed.

The new program redesign will also be moving away from random quality assurance (QA) forms and only completing discretionary QAs.

To ensure you are prepared for the upcoming program redesign, webinars will be scheduled in late August and early September for Glass Repair Program participants to explain the details of the program and answer any questions you may have.

We will continue to keep you informed regarding webinar dates along with further details of the Glass Repair Program redesign as information becomes available.

If you have any questions, we're here to assist. Please reach out to your Account Services representative for support.

Sincerely,

Alden Li

Director, Claims Customer and MD Strategy

