

EXHIBIT B



- Government Employees Insurance Company
- GEICO General Insurance Company
- GEICO Indemnity
- GEICO Casualty Company

One GEICO Boulevard ■ Fredericksburg, VA 22412-0001

May 15, 2015

Crawford's Auto Center, Inc
302 W Uwchlan Ave
Downingtown, PA 19335

Dear Mr. Crawford:

I am writing you in reference to the vehicle for Ms. [REDACTED]. We appreciate you making us aware of concerns with the previous repairs performed by [REDACTED] Works, a GEICO Auto Repair Express shop. Our program is dependent upon a commitment to outstanding customer service and it is always our goal to make good on our promise to stand by our guarantee for our Auto Repair Express work. We agree that the repairs in this case are not completely within industry standards. We are working with the original repair facility to resolve the situation. Again, thank you for bringing this vehicle to our attention.

Sincerely,

Jacques Richard
GEICO Insurance