

April 17, 2018

Stephen Lopez  
Colorado Department of Regulatory Agencies  
Division of Insurance  
1560 Broadway, Suite 850  
Denver, CO 80202

RE: DOI File Number: 262774/SLL  
Complainant: Paul Andrew Beauchamp  
Our Insured: [REDACTED]  
Claim Number: [REDACTED]  
Date of Loss: December 17, 2017  
Company: State Farm Mutual Automobile Insurance Company  
NAIC Number: 25178

Dear Mr. Lopez:

Thank you for the opportunity to address the concerns raised by Paul Andrew Beauchamp with Nylund's Collision Center.

Enclosed please find a copy of our most recently completed estimate for damages related to the above claim in the amount of \$11,566.34.

There is a difference between Nylund's Collision Center estimate and State Farm's in the amount of \$894.45. On April 13, 2018, a State Farm Appraiser reviewed Nylund's estimate for a third time and prepared an additional supplemental estimate for repairs. We have reviewed this estimate with Nylund's several times in an effort to resolve any differences between the State Farm estimate and that of Nylund's.

The basis for the difference between Nylund's and State Farm's estimates is a disagreement in what repair procedures are necessary to facilitate an industry standard repair. One example of this difference is that Nylund's estimate includes refinishing the door jambs. This is not necessary; therefore, removing and replacing the vehicle emblems/labels and the removal and reinstallation of door jamb components is also not necessary.

Another example is that Nylund's has estimated a remove and install sublet price for the pillar vent glass panel. The State Farm estimate allows a labor time for the shop to perform these operations. In this market, it is customary for shops to have the equipment and capabilities to perform this type of repair. Our estimate reflects collision and estimating software labor times that have not been altered.

Stephen Lopez

Claim Number: [REDACTED]

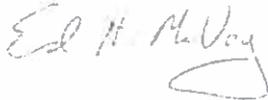
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Our estimate has been prepared using estimating software and repair procedures consistent with the repair industry in general, and the Denver-Metro area in particular. There are several instances where the estimate prepared by Nylund's has estimating software times that are higher than our software pre-stored times. Another example of estimating system generated time differences is that our software is from the most recent April update whereas Nylund's is from March which caused part price inaccuracies. Contrary to Mr. Beauchamp's assertion, State Farm is not in violation of repair or customer notification laws contained in the Colorado Motor Vehicle Repair Act. We notified our customer, Ms. [REDACTED] [REDACTED], in writing after each inspection and provided her with a copy of the estimate. We did not receive any indication from Ms. [REDACTED] that she did not receive our documentation.

To discuss the concerns Mr. Beauchamp raises in his letter to your department, a State Farm Team Manager has called him by phone and left messages requesting a return call from Mr. Beauchamp, as well as from the owner of Nylund's, Mr. Robert Grieve. As of the date of this letter, we have not received a return call.

Should you have further questions, please contact Estimating Team Manager Greg Haberkorn at 303-710-0683.

Sincerely,



Ed H. McVoy  
Estimating Section Manager  
State Farm Mutual Automobile Insurance Company  
253-912-6695

EHM:ab

Encl.