



Our Purpose
Your Protection

Marchetti, Robertson & Brickell

Insurance & Bonding, Inc.

November 21, 2018

John Mosley
Clinton Body Shop Inc.
1115 N Monroe St.
Clinton, MS 39056

Re: State Auto Insurance Companies
Garage Liability and Umbrella Policies

Dear Mr. Mosley:

As a follow up on our recent meeting regarding Clinton Body Shop's repair procedures and protocols I wanted to follow up with a letter for you to keep regarding this issue.

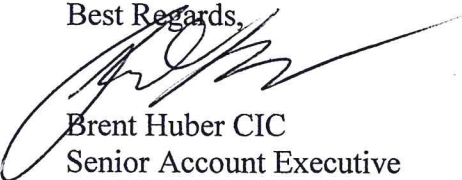
Per our conversation with the events that happened in the John Eagle Collision Center lawsuit for improper repairs resulting in a \$42 Million judgement we felt that it was a good time to verify that you guys use all recommended and required repair procedures for all OEM's. To take this a step further your insurance carrier issued the following statement for your records and as notice to your employees as well:

State Auto Notice to Insured;

We recognize failure to follow auto manufacturing recommendations regarding procedures for repair can increase the likelihood of failed repair. For this reason we strongly recommend all our insureds follow manufacturer suggested as well as required procedures when completing repairs. Failure to do so can result in underwriting action by the company including increased cost of insurance up to and including termination of coverage.

Please let me know if you have any questions or need anything further. As always we appreciate your business and your diligence in operating a safe and honest operation.

Best Regards,



Brent Huber CIC
Senior Account Executive