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May 19, 2016

Dave Edwards
Chief, Claim Services Bureau Division
Department of Insurance, Consumer Services & Market Conduct Branch
Claim Services Bureau
300 South Spring Street
Los Angeles, CA 90013

Dear Mr. Edwards:

Enclosed please find the attached Farmers Insurance Exchange and 21st Century Insurance Company Labor Rate submission for geographical area which consists of part of the city of North Hollywood, Arleta, Mission Hills, Pacoima, San Fernando, Sun Valley, Sunland, Sylmar and Tujunga California. We are submitting to you for filing as required by California Insurance Code (CIC) Section 758 (C) and Section 2698.91 of the California Code of Regulations.

We have adjusted the body shop labor rate for the following zip codes in the geographical area which consists of part of the city of North Hollywood, Arleta, Mission Hills, Pacoima, San Fernando, Sun Valley, Sunland, Sylmar and Tujunga California : 91040, 91042, 91331, 91340, 91342, 91345, 91352, 91601, 91605 and 91606 based upon the data provided by the facilities in these areas. We have attempted to survey all of the repair facilities in each of the zip codes. If Direct Repair Program facilities were included in the survey, they provided us with their door rate.

The prevailing rate for each area was determined by taking the mode of all of rates reported by the shops in that specific area. The mode was utilized as the prevailing rate when there was sufficient data to generate the value.

Please contact me if you have any additional questions.

Farmers Insurance Exchange
Sincerely,

A handwritten signature in black ink, appearing to read "James Peters", is written over a horizontal line.

James Peters
Director of California Auto Claims

LABOR RATE DATA

AREA: The geographical area which consists of part of the city North Hollywood, Arleta, Mission Hills, Pacoima, San Fernando, Sun Valley, Sunland, Sylmar and Tujunga California : 91040, 91042, 91331, 91340, 91342, 91345, 91352, 91601, 91605 and 91606

BODY RATE: \$55

REFINISH RATE: \$55

PAINT MATERIAL: \$40

STRUCTURAL: \$55

MECHANICAL: \$95

FRAME: \$85

ALUMINUM (STRUCTURAL): \$125

NUMBER OF KNOWN SHOPS SURVEYED – 233

NUMBER OF SHOPS THAT DID NOT RESPOND – 108

NUMBER OF SHOPS THAT DECLINED SURVEY – 8

NUMBER OF SHOPS THAT DID NOT RETURN FULL SURVEY – 57

BODY SHOP NAME	ADDRESS	CITY	STATE	ZIP
3pl Auto Body And Repair	13325 Sherman Way #d	North Hollywood	CA	91605
A & A Auto Body Inc	11791 Sherman Way	North Hollywood	CA	91605
A & E Auto Body	12612 Sherman Way	North Hollywood	CA	91605
A & R Auto Repair & Frame Work	11720 Van Owen St #4	North Hollywood	CA	91605
A And B Auto Repair Inc	11317 Burbank Blvd	North Hollywood	CA	91601
A And D Auto Body	10114 San Fernando Rd	Pacoima	CA	91331
A G Auto Body Shop	10300 Glenoaks Blvd	Pacoima	CA	91331
A P Body Shop	11479 Chandler Blvd	North Hollywood	CA	91601
Aca Auto Body	10950 Tuxford St #27	Sun Valley	CA	91352
Advanced Auto Repair Body & Paint	1940 1st Street	San Fernando	CA	91340
Affordable Auto Body & Paint Inc	8334 Tujunga Avenue	Sun Valley	CA	91352
Aldanas Auto Body Shop	10265 San Fernando Rd Unit A	Pacoima	CA	91331
Alex Auto Body	8974 Norris Ave # 5	Sun Valley	CA	91352
All Star Hybrids	10641 Stagg St	Sun Valley	CA	91352
All State Auto Body Llc	1335-1337 Truman St	San Fernando	CA	91340
Allstar Auto Body & Repair	12071 Branford St Unit 1	Sun Valley	CA	91352

Ammari Auto Center	6831 Vineland Ave	North Hollywood	CA	91605
Andres Auto Body & Paint	10537 Victors Blvd	North Hollywood	CA	91606
Apets Auto Repair	13325 Sherman Way Unit H	North Hollywood	CA	91605
Apollo Auto Body	7103 Laurel Canyon Blvd #6	North Hollywood	CA	91605
Arax Auto Body Shop	13109 Sherman Wy #d	North Hollywood	CA	91605
Arleta Auto Body & Paint	13801 Chase Street #b	Arleta	CA	91331
Armando's Auto Repair	550 San Fernando Mission Blvd	San Fernando	CA	91340
Arroyo Auto Co Inc	6901 Farmdale Ave	North Hollywood	CA	91605
Asia Auto Body Shop	12740 Sherman Way #c	North Hollywood	CA	91605
Auto Craft Auto Body Shop & Repair	6940 Lemp Ave Unit 1	North Hollywood	CA	91605
Autobahn	12015 Vose St	North Hollywood	CA	91605
Avets Auto Body & Sales Inc	7432 Foothill Blvd	Tujunga	CA	91042
Avos Repair Shop	6712 Lankershim Blvd #a	North Hollywood	CA	91606
B & B Auto Body	6740 Vineland Ave # F-C	North Hollywood	CA	91606
B G Auto Collision And Reconditioned Body Parts	1519 Truman Street	San Fernando	CA	91340
Bears Collision Center	7624 Foothill Blvd. Unit A	Tujunga	CA	91042
Belagio Autobody & Repair	10837 Burbank Blvd	North Hollywood	CA	91601
Best Auto Body Inc	12071 Branford St Unit 10	Sun Valley	CA	91352
Big American Dream Co	11174 Fleetwood St	Sun Valley	CA	91352
Big Guy Auto Body Repair	1517 Truman St	San Fernando	CA	91340
Blumer Auto Center	9908 San Fernando Rd #b	Pacoima	CA	91331
Boulevard Paint & Body Inc	15455 Chatsworth St #7 & 8	Mission Hills	CA	91345
Boyds Auto Paint & Body	7706 Yates St	Tujunga	CA	91042
Caliber Collision Centers	11155 Burbank Blvd	North Hollywood	CA	91601
Caliber Collision Centers	6929 Laurel Canyon Blvd	North Hollywood	CA	91605
Caliber Collision Centers	7623 Foothill Blvd	Tujunga	CA	91042
Calstar Collision Center	11864 Sheldon St Ste E	Sun Valley	CA	91352
Canyon Auto Body & Paint	11822 Vose St	North Hollywood	CA	91605
Cars N Colors	717 Arroyo Ave #b	San Fernando	CA	91340
Carz Citi Inc.	11800 Vose St #b	North Hollywood	CA	91605
Cbs Auto Body Shop	6729 Lankershim Blvd	North Hollywood	CA	91606
Cbs Auto Body Shop	6750 Lankershim Blvd	North Hollywood	CA	91606
Central Collision Center	6031 Lankershim Blvd Unit # 10-12	North Hollywood	CA	91606
Cinema Vehicle Services	12580 Saticoy St.	North Hollywood	CA	91605
Classic Auto Care, Inc	7103 Laurel Canyon Blvd #4	North Hollywood	CA	91605
Cobra Collision Center	9075 Glenoaks Blvd Unit D	Sun Valley	CA	91352

Coldwater Collision Center	7439 Coldwater Cyn Ave Unit E & F	North Hollywood	CA	91605
Colima Auto Body	7551 Lankershim Blvd Unit D	North Hollywood	CA	91605
Collision Body Specialist	12301 Sherman Way	North Hollywood	CA	91605
Custom Dip Wraps	7515 Laurel Cyn Blvd, Ste D	North Hollywood	CA	91605
D & M Auto Body Customs, Inc	11626 Higgins Street	North Hollywood	CA	91605
Davidson Automotive	10950 Tuxford St Ste 18	Sun Valley	CA	91352
Dino's Collision Center	10023 San Fernando Rd	Pacoima	CA	91331
E & E Auto Body Shop	12157 Branford St. Unit 5	Sun Valley	CA	91352
E & M Auto	12157 Branford St # 8	Sun Valley	CA	91352
Edo's Auto Body Shop	10950 Tuxford St #5	Sun Valley	CA	91352
El Chicos Auto Repair	12307 Branford St	Sun Valley	CA	91352
El Gallo Body Work	12348 San Fernando Rd Unit #f	Sylmar	CA	91342
Elegant Auto Body	7625 Apperson St # B	Tujunga	CA	91042
Eric's Collision Center Inc	7919 Lankershim Blvd	North Hollywood	CA	91605
Eurocar Motoring & Collision Center	6050 Vineland Ave Unit # 1 , 2 , 3 & 5	North Hollywood	CA	91606
European Auto Body	6137 Lankershim Blvd	North Hollywood	CA	91606
Expert Auto Body	9700 Glen Oaks Blvd	Sun Valley	CA	91352
Express Autoworks Collision Center	11354 Vanowen St	North Hollywood	CA	91605
Faith Auto Repair	12159 Branford St Suite # 4	Sun Valley	CA	91352
Family Auto Body & Paint	11232 Vanowen Street #8	North Hollywood	CA	91605
Famous Folks Auto Body	7251 Ethel Ave	North Hollywood	CA	91605
First Class Collision Center	6309 Colfax Ave	North Hollywood	CA	91606
First Impact Collision Center	12030 Sherman Way Unit A	North Hollywood	CA	91605
Fix Auto Sun Valley	11027 Sherman Way	Sun Valley	CA	91352
Fsc Auto	7558 Foothill Blvd	Tujunga	CA	91042
G & A N Holywood Auto	11263 Burbank Bl	N Hollywood	CA	91601
Galaxy Used Auto Parts, Inc.	11530 Sheldon St.	Sun Valley	CA	91352
Garys Auto	12300 Branford St #m	Sun Valley	CA	91352
Gns Auto Repair & Sales Inc	10903 Burbank Blvd	North Hollywood	CA	91601
Golden Corner Auto Services	11864 Sheldon St Unit A	Sun Valley	CA	91352
Golden Touch Auto Body	11201 Burbank Blvd #a	North Hollywood	CA	91601
Goodfellas Auto Repair	7515 Laurel Canyon #a	North Hollywood	CA	91605
Gq Auto Body & Paint	11585 Sheldon A St	Sun Valley	CA	91352
H & T Auto Body	7103 Laurel Canyon Bl # 1	North Hollywood	CA	91605
H R Auto Body Specialist	12926 Saticoy Street Unit 8	North Hollywood	CA	91605
Halcon Frame & Body	10235 Glenoaks Blvd Unit C	Pacoima	CA	91331
Hary's Auto Repair	11338 Burbank Blvd #b	North Hollywood	CA	91601
Henry's Automotive Center	7001 Foothill Bl	Tujunga	CA	91042
Herbs Body Shop Llc	7139 Foothill Blvd, Units C & D	Tujunga	CA	91042

High Class Auto Body Inc	11615 Van Owen St # I	North Hollywood	CA	91605
High Tech Auto Collision Inc	6234 Lankershim Blvd	North Hollywood	CA	91606
High Tech Automotive Center	6224 Lankershim Blvd	North Hollywood	CA	91606
Hm Auto Body Shop	12157 Branford St #b8	Sun Valley	CA	91352
Hye Collision Center Inc	10235 Glenoaks Blvd # R	Pacoima	CA	91331
I V Auto Inc	11625 Vanowen St	North Hollywood	CA	91605
Iconic Motors Auto Body	1940 First St	San Fernando	CA	91340
In - N - Out Collision Center	11724 Victory Blvd	North Hollywood	CA	91606
International Auto Body	11100 Burbank Blvd # 4	North Hollywood	CA	91601
J & A Auto Body & Paint Inc	7407 Fulton Avenue	North Hollywood	CA	91605
J & A Auto Collision Repair	1940 1/2 First St	San Fernando	CA	91340
J & I Auto Body	11623 Sheldon St # F	Sun Valley	CA	91352
J And T Auto Body Shop	6740 Vineland Avenue #g	North Hollywood	CA	91606
J R's Do It Right Auto Body & Paint	1412 San Fernando Rd #a	San Fernando	CA	91340
Jacks Auto Body	5522 Vineland Ave	North Hollywood	CA	91601
Jacks Auto Body And Paint Llc	7776 Foothill Blvd #2	Tujunga	CA	91042
Japanese Auto Tech Service	13145 Shermanway Blvd #1	North Hollywood	CA	91605
Javier's Body Shop	13352 Van Nuys Blvd	Pacoima	CA	91331
Jeffs Auto Body	7103 Laurel Cyn Blvd #5	North Hollywood	CA	91605
Jenstar Auto Body	12725 San Fernando Rd #a	Sylmar	CA	91342
Jms Auto Body & Paint	6031 Lankershim Blvd # 13	North Hollywood	CA	91606
Joes Auto Repair Body & Paint Inc	13823 Van Nuys Blvd	Pacoima	CA	91331
Johnnys Auto Body Shop Inc	4865 Lankershim Blvd	North Hollywood	CA	91601
Jorges Auto Body	12354 San Fernando Rd #a	Sylmar	CA	91342
Just For Looks	13225 Sherman Way Unit 5	North Hollywood	CA	91605
K G S Autobody & Sales	9000 N Norris Ave #3	Sun Valley	CA	91352
K S D Body Shop	7370 Foothill Blvd Unit E	Tujunga	CA	91042
Kae Collision Center	13325 Sherman Way Unit A	North Hollywood	CA	91605
Kandy Shop Customs	12336 San Fernando Rd	Sylmar	CA	91342
L & J Autobody Shop & Repair Inc	7545 Lankershim Blvd Unit A	North Hollywood	CA	91605
L. A. Best Auto Body Shop	10235 Glenoaks Blvd Unit H	Pacoima	CA	91331
La Best Auto Body And Collision	8220 Foothill Bl # 7	Sunland	CA	91040
Larry's Auto Body	2018 First St	San Fernando	CA	91340
Lee's Auto And Muffler	15525 Chatsworth St	Mission Hills	CA	91345
Low Price Auto Body Shop	7947 Lankershim Blvd	North Hollywood	CA	91605
Lux Collision Center Inc	7223 Ethel Ave	North Hollywood	CA	91605
M & S Auto Body Shop	11784 Sheldon St Unit 6	Sun Valley	CA	91352
M.E.G. Auto, Inc.	13313 Sherman Way Unit F & G	North Hollywood	CA	91605
Mag Auto Repair	7716 Clybourn Ave Unit A- B	Sun Valley	CA	91352

Magic Auto Body	12723 San Fernando Rd	Sylmar	CA	91342
Makis Auto Repair & Body Shop	7103 Laurel Canyon Blvd #2&3	North Hollywood	CA	91605
Martinez Auto Repair	11622 Van Owen Street Unit 5	North Hollywood	CA	91605
Master Craft Paint & Body	11803 Sherman Way	North Hollywood	CA	91605
Matador Autoworks	11864 Sheldon St Unit G	Van Nuys	CA	91352
Mendoza's Body Shop	13352 Van Nuys Unit B	Pacoima	CA	91331
Mik Auto Body	12159 Branford St #10	Sun Valley	CA	91352
Mike's Auto Repair & Body Center, Inc	11062 Burbank Blvd	North Hollywood	CA	91601
Miltons Auto Body & Sales	11325 Penrose Street	Sun Valley	CA	91352
Mj Auto Repair	15515 Chatsworth St	Mission Hills	CA	91345
Mobil Auto Repair & Body	12159 Branford St #a2	Sun Valley	CA	91352
Morenos Auto Body	7203 Lankershim Blvd	North Hollywood	CA	91605
Mp Auto Body & Collision	1824 First St	San Fernando	CA	91340
Network Auto Body Inc	7300 Radford Ave	North Hollywood	CA	91605
No Ho Auto Body And Paint	11323 Burbank Blvd	North Hollywood	CA	91601
No Ho Signature Auto Body & Repair	4876 Lankershim Blvd	North Hollywood	CA	91601
No Limit Collision Center Inc	11608 Hart St.	North Hollywood	CA	91605
North Hollywood Auto Body	4872 Lankershim Blvd	North Hollywood	CA	91601
North Hollywood Auto Body & Painting	5625 Cahuenga Bl	North Hollywood	CA	91601
North Valley Collision Center	1912 First Street	San Fernando	CA	91340
Northwest Paint & Body Inc	13000 Saticoy	North Hollywood	CA	91605
Np Collision Center	12738 Sherman Way	North Hollywood	CA	91605
On Time Auto Body	7103 Laurel Canyon Blv #7	North Hollywood	CA	91605
One Stop Auto Body And Paint	8026 Lankershim Blvd	North Hollywood	CA	91605
One Stop Auto Paint & Detail	7484 Foothill Blvd #b	Tujunga	CA	91042
One Stop Auto Repair	11232 Vanowen St #3	North Hollywood	CA	91605
P And N Auto Body & Paint	8461 Glenoaks Blvd	Sun Valley	CA	91352
Pacific Auto Body & Paint	12939 San Fernando Road	Sylmar	CA	91342
Petes Complete Auto Repair Llc	7545 Foothill Blvd	Tujunga	CA	91042
Premier Auto Body	11046 Magnolia Blvd	North Hollywood	CA	91601
Prestige Auto Body & Leasing	12666 Pierce St Unit A	Pacoima	CA	91331
Pride Auto Body	11025 Stanwood Ave	Mission Hills	CA	91345
Prime Auto Works Inc	7407 Ethel Ave	North Hollywood	CA	91605
Pro Car Collision Center	1345 San Fernando Rd	San Fernando	CA	91340
Pro Performance Auto Body	8856 1/2 Woodman Ave_#b	Arleta	CA	91331
Pro Tech Collision Automotive Cnt	12201 San Fernando Rd	Sylmar	CA	91342
Progt Auto Body	13145 Sherman Way #5,6	North Hollywood	CA	91605
Prudential Auto Body & Painting	13225 Sherman Way Unit 7	North Hollywood	CA	91605

Quim's Auto Body	12157 Brandford St Unit # B-3	Sun Valley	CA	91352
R & L Autobody	12423 Gladstone Ave #30	Sylmar	CA	91342
R & M Prime Body Shop	11615 Vanowen St Unit J	North Hollywood	CA	91605
R & R Auto Body	12430 San Fernando Rd	Sylmar	CA	91342
R E M Auto Body	11261 Dora Street	Sun Valley	CA	91352
R W Auto Body	7133 Vineland #3	North Hollywood	CA	91605
Ramirez Body & Fender	753 Arroyo St Unit D	San Fernando	CA	91340
Ramos Auto Body	7381 Foothill Blvd	Tujunga	CA	91042
Red Line Auto Body	10926 Vanowen St # A	North Hollywood	CA	91605
Redline Auto Body	12071 Branford St #11	Sun Valley	CA	91352
Redline Auto Collision	10851 Vanowen St	North Hollywood	CA	91605
Reliable Auto Collision	11107 Randall St	Sun Valley	CA	91352
Reliable Collision Center	6875 Troost Ave	North Hollywood	CA	91605
Restorit Auto Body Paint & Mechani	10915 Burbank Blvd	North Hollywood	CA	91601
Rk Auto Repair & Sell	13325 Sherman Way # L	North Hollywood	CA	91605
Road And Track Collision Craft	12311 Sherman Way	North Hollywood	CA	91605
Rock Star Collision Center	10235 Glenoaks Blvd #g	Pacoima	CA	91331
Route 66 Collision Center	8974 Norris Ave 2	Sun Valley	CA	91352
Rush Auto Center Sebrin Auto	5234 Vineland Avenue	North Hollywood	CA	91601
S & H Auto Body Llc	11761 Sherman Way	North Hollywood	CA	91605
S & K Auto Body Inc	12766 Sherman Way St Unit 2	North Hollywood	CA	91605
San Fernando Collision Center	12691 San Fernando Rd Unit A	Sylmar	CA	91342
Santa Fe Auto Body	12945 Sherman Way #2	North Hollywood	CA	91605
Schiros Collision Repair	7908 Lankershim Blvd	North Hollywood	CA	91605
Serlin Auto Body, Inc	11224 Tuxford Street Ste B	Sun Valley	CA	91352
Service King Paint & Body Llc	6827 Vineland Avenue	North Hollywood	CA	91605
Setco Auto Body Shop Inc	7716 Clybourn Ave	Sun Valley	CA	91352
Sharp Auto Exchange	7050 Foothill Blvd	Tujunga	CA	91042
Sheldon Auto Care, Inc	11699 Sheldon St	Sun Valley	CA	91352
Sierra Transmaster	11479 Oxnard St	North Hollywood	CA	91606
Sport Imports	7054 Laurel Canyon Blvd	North Hollywood	CA	91605
State Farmers Auto Collision	11530 Sheldon St	Sun Valley	CA	91352
Steve's Auto Body	11577 Sheldon St.	Sun Valley	CA	91352
Stevs Auto Repair & Body	13212 Sherman Way	North Hollywood	CA	91605
Sunrise 21st Motor Inc	11686 Sheldon St	Sun Valley	CA	91352
Superior Auto Collision Centers	210 Wolfskill Street	San Fernando	CA	91340
T & A Cars Auto Body	12065 Branford St # 9 B	Sun Valley	CA	91352
T & H Auto Body & Paint Inc	6941 Lankershim Blvd # C & D	North Hollywood	CA	91605
T.G. Auto Bdy & Paint	8616 Lankershim Bvl	Sun Valley	CA	91352
The Best Auto Body Shop	11333 San Fernando Rd Unit 1	San Fernando	CA	91340

The Rover Spot	11184 Penrose St	Sun Valley	CA	91352
Tirados A1 Auto Collision Center	7503 Laurel Cyn Blvd #103	North Hollywood	CA	91605
Toluca Auto Body & Repair Inc	5438 Cahuenga Blvd	North Hollywood	CA	91601
Top Gun Auto Center	10910 Vanowen St	North Hollywood	CA	91605
Trini's Auto Body	8459 San Fernando Rd	Sun Valley	CA	91352
Ttg Autobody And Paint, Inc	7251 Varna Ave	North Hollywood	CA	91352
Universal Stars Auto Body	10849 Chandler Blvd	North Hollywood	CA	91601
Urbanos Autobody & Paint Inc	100 North Hubbard Ave	San Fernando	CA	91340
V And V Auto Body	9046 Bradley Ave	Sun Valley	CA	91352
V&s Complete Auto Repair Inc	7139 Foothill Blvd	Tujunga	CA	91042
V.S. Auto Body	6719 Lankershim Blvd #4	North Hollywood	CA	91606
Van Gogh Auto Body Inc	8988 Glenoaks Blvd.	Sun Valley	CA	91352
Victors Auto Repair & Frame	13212 Sherman Way #2	North Hollywood	CA	91605
Vision Auto Body & Paint	11552 Hart Street	North Hollywood	CA	91605
Vs Auto Repair	6621 Foothill Blvd # B	Tujunga	CA	91042
W W Autobody	12926 Saticoy St	North Hollywood	CA	91605
W W Custom Cycles	12926 Saticoy St #5	North Hollywood	CA	91605
W. D. C. Auto Body Repairs	12275 1/2 Brawford St Unt B	Sun Valley	CA	91352
West Coast Motor Inc	11044 Burbank Blvd Unit A	North Hollywood	CA	91601
West Coast Motors	6953 Lankershim Blvd	North Hollywood	CA	91605
West To East Collision Center	11338 Burbank Blvd_unit D	North Hollywood	CA	91601
Willie's Mobile Auto Mechanic	12351 Osborne Pl. # 19	Pacoima	CA	91331
Wreck And Mended Auto Body	7255 Foothill Blvd # C	Tujunga	CA	91042
Xpress Auto Body-Frame	11615 Vanowen St Unit G	North Hollywood	CA	91605
Zd Motor Sports # 2	6643-6645 Lankershim Blvd	North Hollywood	CA	91606