

**Q: What is Customized Offers?**

*A: Customized Offers is a tool that allows participating glass service providers to submit their own customized offer of pricing to participating Insurance Companies (discounts on glass parts and/or windshield repairs), whose glass service program is managed by LYNX Services.*

**Q: Why has this kind of program/tool been introduced?**

*A: This recognizes that market forces best serve all constituents in the value chain. Competition delivers increased opportunity for glass service providers and improved results for policyholders and insurance companies. Enabling participating glass service providers to manage their own pricing offers, and have the opportunity for increased levels of work from policyholders that have no personal preference for service provider, creates competitive dynamics that reflect local market conditions. Customized Offers is the tool that provides this opportunity within established limits.*

**Q: Am I obligated to adjust my pricing via a customized offer?**

*A: No. The option is strictly voluntary and you are under no obligation.*

**Q: I get jobs in a variety of ways...from LYNX Services, agents, walk-ins, etc. Which jobs are affected by my customized offer?**

*A: All work your company performs for an Insurance Company utilizing Customized Offers is to be billed at the pricing indicated in your customized offer.*

**Q: Is consumer choice affected by my customized offer?**

*A: No. Consumer choice is always honored regardless of whether or not you exercise your option to make a customized offer.*

**Q: How is the list of companies offered when there is no consumer choice identified?**

*A: The computer application will search for the enrolled, participant companies offering the services needed in the area where the policyholder has requested the work to be performed. The company names on the list will be among those offering the most competitive price.*

**Q: What if my company has service centers in more than one pricing territory/zone?**

*A: Customized Offers provides the ability for your company to offer additional discounting in any or all pricing territories/zones applicable to your company.*

**Q: What happens to my customized offer at the time of a list price change?**

*A: A change in published list prices will not directly affect an existing customized offer. A customized offer that has been confirmed will remain effective until changed by the enrolled participant.*

**Q: What happens to my customized offer if the particular Insurance Company revises the minimum discount or maximum repair price for their glass program?**

*A: When the Insurance Company revises the required discount levels, you will have the option to revise your customized offer. Any existing customized offer remains in effect until you change it.*

*Remember, your offer is entered and recorded as **an additional discount** to the program price. Thus, if the program price changes and you do not change your customized offer, your net price to the Insurance Company will change an amount equal to the change in the program price.*

**Q: Is there a minimum or maximum number of times I can adjust my pricing?**

*A: No. The only restriction is that your customized offer must remain in effect for 60 days before the additional discount can be rescinded (adjusting your price upward), or the repair price raised.*

**Q: I don't want my competitors to know my pricing. How secure is the Customized Offers application?**

*A: The purpose of requiring unique User ID's and passwords for the account administrators of your company is to provide security and integrity for all LYNX Services web tools including Customized Offers. Only those you grant account administrator status have access to the Customized Offers tool for your company. It is highly recommended that you protect your User ID and password used to access the LYNX Services web-site with the same level of security as you would a credit card or banking card.*

**Q: Who has access to Customized Offers for my company?**

*A: Only the User IDs within your company that have Account Administrator level access or have specifically been granted access to Customized Offers by an Account Administrator level user. The Account Admin feature on the LYNX Services website provides security management for all registered User IDs of your company.*

**Q: Can I review the Customized Offers of the other glass program participants in my area?**

*A: No. A company's customized offer is confidential.*

**Q: How quickly will my new offer take effect after I enter the changes?**

*A: Offers submitted via Customized Offers take effect at 12:00 AM Eastern the following day provided the entry is successfully submitted prior to 11:00PM Eastern.*

**Q: What is the confirmation process for a price change request submitted via Customized Offers?**

*A: The user is presented with a control number at the confirmation page where the submitted price changes are summarized. It is recommended that you print the confirmation page or record the control number for your records.*

**Q: How will I know that my price needs to be revised?**

*A: The decision to modify the pricing you offer is yours alone.*

**Q: What do I need to do in order to revise my customized offer if an Insurance Company announces new program pricing?**

*A: Once new program pricing is announced and until the new prices become effective, the Customized Offers application will prompt you to select either current program pricing or new program pricing. Selecting the new program pricing will allow you to revise your additional discount offer either up or down and become effective when the new program pricing becomes effective.*

**Q: How do I access Customized Offers?**

*A: Customized Offers can be accessed via [www.lynxservices.com](http://www.lynxservices.com). Complete the login then click on the "Customized Offers®" button on the left side of the page and follow the on-screen instructions.*

*Note: Some users will not see the "Customized Offers®" button because they have not been granted access to this secured feature by your company's Account Administrator. Click on the "My Administrators" button for a list of your company's Account Administrators.*

*If you do not remember your password, use the Forgot Password feature.*

*If your email address has changed since you registered your User ID with LYNX Services and you do not remember your password, send an email from your new email address to:*

*[participantmanagement@lynxservices.com](mailto:participantmanagement@lynxservices.com)*

*Indicate the subject of the email as "Request to Change User ID". Include in the message your company name, address, phone and tax ID. Include your old email address if known and ask for your User ID to be changed to your new email address. A reply will be sent via email within 2 to 3 business days. You will then be able to use the Forgot Password feature to reset the password for your new User ID.*