

Friday, November 12, 2010

Our Client: Main Street America Assurance Company  
Claim No: XXXXXXXX10000X  
Claim Amount: Deductible Amount Applicable  
Loss Date: XXXXX, XX, XXXX  
Loss Location: Address, City, State  
Loss Type: Property Damage - \$XXX.XX

Agency Name  
Agency Mailing  
Address  
City, State, Zip

### NOTICE OF SUBROGATION STATUS

Dear Policyholder:

CRAIG/is Ltd. is the authorized representative for The Main Street America Group, including your insurance company, NGM Insurance Company, with respect to its recovery of money paid on your behalf in connection with the above referenced claim. This letter is notice that an effort to recover such funds from the responsible party has begun and is being handled by CRAIG/is Ltd. on your carrier's behalf. There is nothing you are required to do at this time.

CRAIG/is Ltd. will make a conscientious effort to recover the amounts that your insurance company may be entitled to receive from the responsible party. You may be entitled to receive all or a portion of your deductible associated with the above claim in the event of such a recovery, depending upon applicable state law or the terms of your policy. There is no particular time frame during which the recovery effort will be resolved. If we recover any money, or if our recovery effort ceases for any reason, we will notify you.

You may pursue any uninsured interest or out-of-pocket expenses incurred by you in connection with your claim, provided that such action does not interfere with the right of NGM Insurance Company, to pursue recovery from the responsible party of the amounts paid by it on your behalf. We can share with you any information we may have that might assist you in recovering these amounts. If you have counsel representing you in this matter, please contact us with your attorney's name and contact information at the number listed below.

You may review the subrogation status of your claim by going to [www.msagroup.com](http://www.msagroup.com) and selecting "Deductible Status" under "Policy Holder Services." To access your particular claim enter the Claim Identification (CID) number 123456, your claim number XXXXXXXX10000X and the password [WowService1](#). You will be able to track the subrogation process throughout the life of the recovery and to communicate with a recovery claim handler as necessary. Should you require any further assistance, our representatives are available Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, at 866-617-8276. For priority service, please select option 1 from the menu and reference your claim number XXXXXXXX10000X.

Sincerely,

Customer Support Team

cc: C & D INSURANCE SERVICES INC