



evidence, measuring accident scenes and reviewing applicable standards. In addition, if I determine that it is appropriate for PEF to accept liability, I am also responsible for adjusting the customer's claim by determining the amount of the customer's loss. The tasks I perform are under the direct supervision of an attorney.

4. PEF is seeking confidential classification for portions of its responses to Staff's Data Request regarding FPSC Complaint # 742137E. A detailed description of the confidential information at issue is contained in confidential Exhibit A to PEF's Request for Confidential Classification and is outlined in PEF's Justification Matrix that is attached to PEF's Request for Confidential Classification as Exhibit C. PEF is requesting confidential classification of this information because it contains competitive confidential business information of PEF.

5. PEF maintains internal processes, targets and goals of its Claims Department which include the process on how PEF evaluates claims. PEF must ensure that sensitive business information, such as these internal processes of the department and the company will be kept confidential. Absent such measures, PEF would run the risk that this sensitive business information could be made available to the public and that PEF's competitive business interests would be jeopardized. Specifically, the disclosure of this confidential information could adversely impact PEF's competitive business interests because if such information was disclosed, customers who had copies of PEF's policies could use such information in an adverse manner and could adjust their behavior when filing claims, thereby adversely affecting the entire claims process for PEF.

6. PEF has incorporated within its business procedures and processes when filing claims strict procedures that were established and are followed to maintain the

confidentiality of the documents provided, including restricting access to those persons who need the information to assist the Company, and restricting the number of, and access to the information and contracts. At no time since establishing the information in question has the Company publicly disclosed that information. The Company has treated and continues to treat the information at issue as confidential.

7. This concludes my affidavit.

Further affiant sayeth not.

