

Capturing and submitting photos

Helpful tips on meeting photo requirements

Benefits



The ability to show clearly documented existing damages can potentially speed up the damages resolution process, reduce your liability or prevent false/fraudulent customer claims.



Photos taken at drop-off locations help confirm vehicle delivery and eliminate the occasional need for calls requesting job statuses.

Remember:
it is *your* best interest to share as many photos as possible during each job.



Photo Requirements



ONLY CAPTURE PHOTOS IF YOU ARE IN A SAFE LOCATION

Landscape: please be sure to take photos in landscape (horizontal) mode to ensure the photos can be easily reviewed. Photos taken in portrait (vertical) are not recommended.

Quantity: please take at least 10 photos of the vehicle and accident scene, with the majority of photos depicting the primary damage on the vehicle.



Angle & Quality: please include at least 1 photo of each corner of the vehicle, at least 1 photo of the full vehicle, as well as any point(s) of damage. Photos should also be as straight as possible and include surroundings such as the debris field and other vehicle(s) to add perspective of the accident scene.

All 4 Corners



Points of Damage



About Agero

Agero's mission is to reimagine the vehicle ownership experience through a powerful combination of passionate people and data-driven technology. As the #1 B2B, white-label provider of digital driver assistance services, we're pushing the industry to redefine manual processes as digital, transparent and connected.

The company has over 150 million vehicle coverage points in partnership with leading automakers, insurance carriers and others. Managing one of the largest national networks of independent service providers, we respond to approximately 12 million service events annually. Agero, a member company of The Cross Country Group, is headquartered in Medford, Mass., with operations throughout North America. **To learn more, visit www.agero.com.**