

# SmartMessaging

Enable quick and efficient customer communication via SMS messages to avoid delays, streamline the claims process, and minimize additional costs.



## YOUR BENEFITS



**Fewer delayed cases** Improved customer communication addresses **roughly 7–10% of all secondary tow events**



**Reduced secondary costs** Minimize expenses associated with customer responsiveness, **reducing secondary costs by 42%**



**Shorter cycle time** Improve overall cycle time by **an average of 3-4 days** for faster process and reduced storage costs



## USE CASES

Smart Messages can be configured to address the following use cases. Additional use cases available upon request.



**Vehicle release** Quickly acquire customer approval to release a vehicle from storage



**FNOL initiation\*** When a customer is in an accident but declines an ASM tow, enable proactive follow-up to encourage earlier FNOL reporting and streamline the process



**Case cancellations** In the event of canceled cases, keep your customers informed of the status update and their vehicle's location



**Missing information** If a claim is missing essential customer information, reach out via their preferred channel for quicker resolution



**Body shop refusals** If a body shop refuses a vehicle, quickly secure a new tow-to destination to avoid delays and additional tows



**Arrival confirmation** Keep customers in the loop by informing them when their vehicle arrives at its destination

\*Requires a telematics integration to trigger accident follow-up

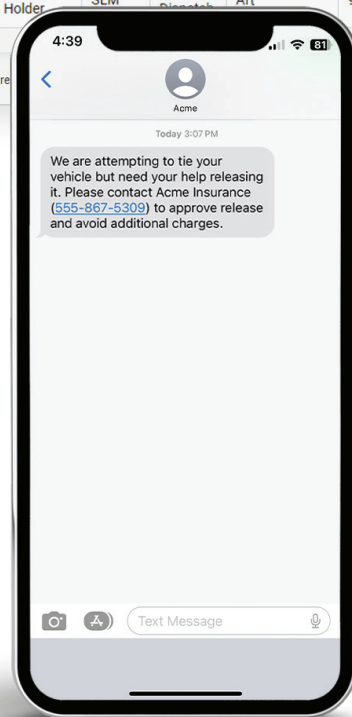
# Product View / How it Works

1. Cases that require customer actions are flagged with a required action and displayed in the **Client Action Needed** tab on the Accident Management Dashboard

The screenshot shows the Agero Accident Management Dashboard. The top navigation bar includes 'Home', 'Reports', 'Service Request', 'Need Attention', and 'Administration'. A search bar is located on the right. The main content area is titled 'Need Attention' and contains filter options for 'Action Type' (Client Approval For SLM Charges), 'Policy State', 'Created By', and 'Time Period' (Last 30 Days). A 'Filter' button is present. Below the filters, there is an 'Export data (csv)' link and a timestamp 'last updated 1/25/2024 10:44:31 AM'. A table displays two records with columns for Claim Number, Action Needed, Action Type, Case Number, Action Requested, Case Open Date, Loss Date, Claim Type, Product, Status, Representative, Policy Number, and Pickup Location.

Claim Number	Action Needed	Action Type	Case Number	Action Requested	Case Open Date	Loss Date	Claim Type	Product	Status	Representative	Policy Number	Pickup Location
7777777	📄	SLM Charges Approval Needed	CAS-999999-PPPPPP	01/24/2024	01/24/2024	01/24/2024	Policy Holder	SLM	New	Shea	44444444	Accident Scene
5555555	📄	SLM Charges Approval Needed	CAS-444444-DDDDDD	01/25/2024	01/25/2024	01/25/2024	Policy Holder	SLM	IP - Ready	Art	99999999	Accident Scene

2. If the required action is due to a customer activity, a text message is instantly and automatically triggered to the customer
3. Customer calls number or visits URL and provides the necessary approval or information
4. Claims handler proceeds to progress the case to close



## 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](http://www.agero.com).**