

Initiate Roadside Service Requests for Your Policyholders

Empowering agents to initiate a roadside request for their policyholders with a single click.

The Vision

Provide faster, more direct roadside support. This feature bridges the gap between a customer's call for help and a seamless roadside request that drives loyalty and efficiency.

"I spend quite a bit of time helping our customers on how to start a tow. It would be great if there was a faster way for me to send them a link to get started."

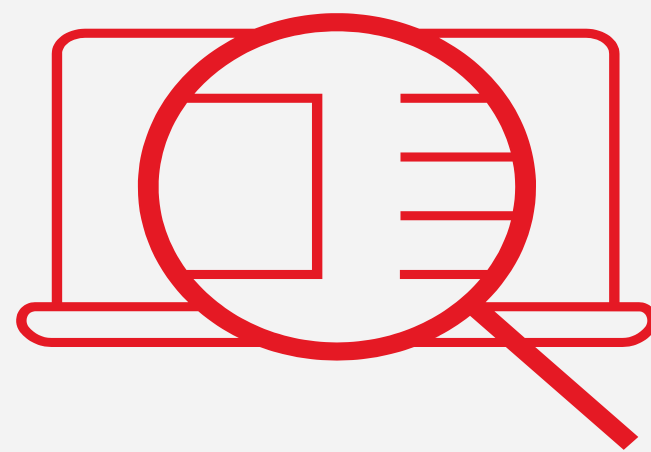
— Insurance Agent from Michigan

Benefits



Faster Support

No more directing customers to separate apps or phone numbers—you start the process for them.



Total Visibility

Gain instant insights into live events so you can answer customer questions accurately and proactively.



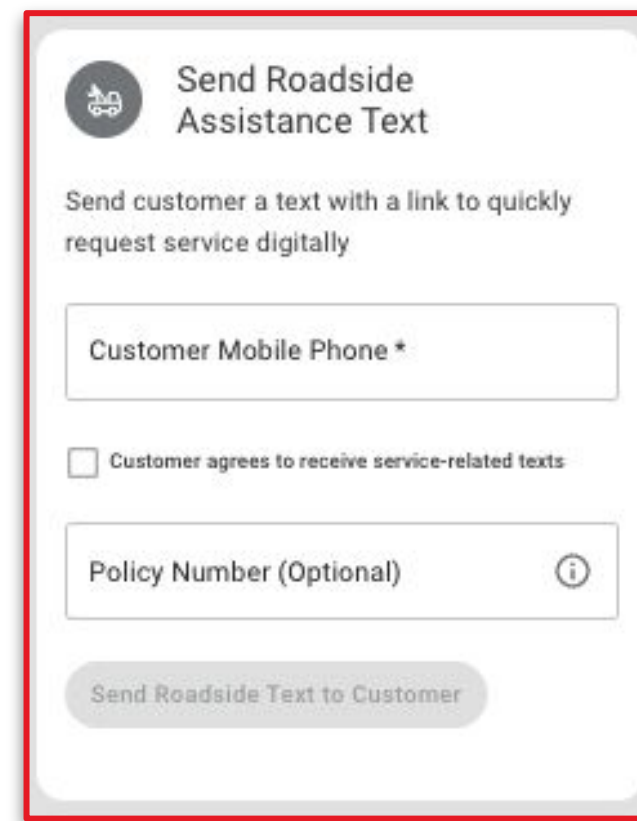
Drive Loyalty

Turn a stressful roadside event into a high-trust moment that proves the value of your agency.

How it Works

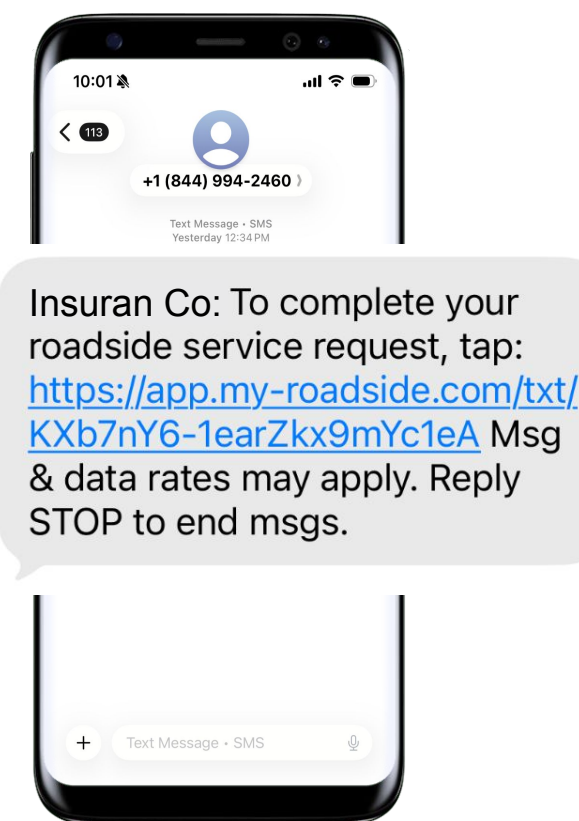
- 1. Initiate:** When a policyholder calls for help, log into the RoadsideAID and initiate an assistance text (SMS) sent directly to your customer's phone.

aid.agero.com

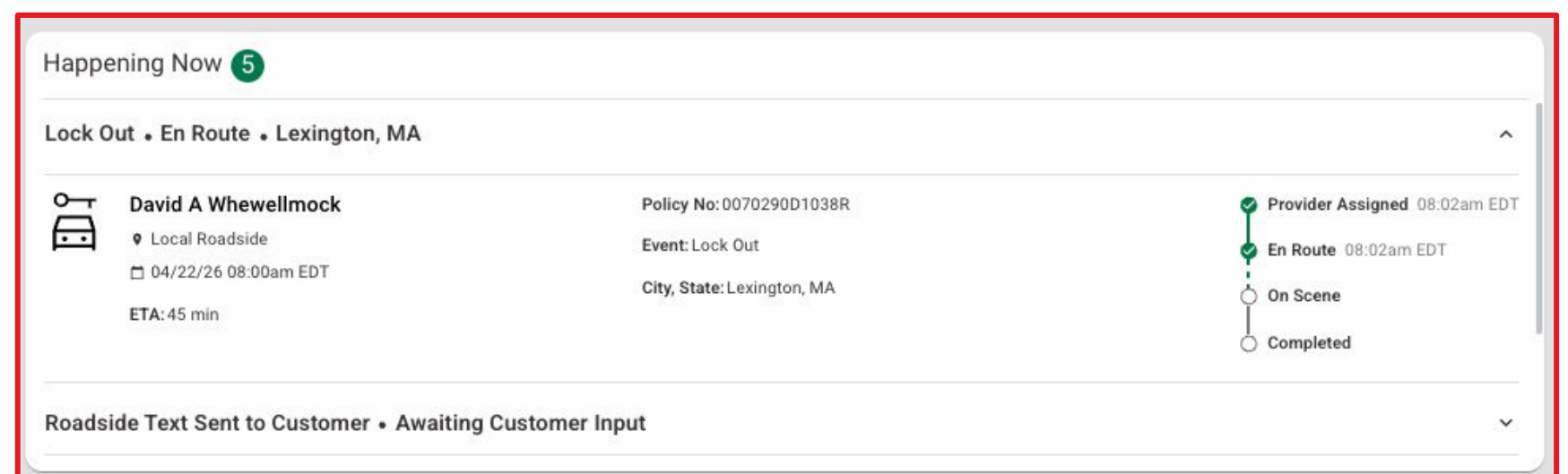


The screenshot shows a web form titled "Send Roadside Assistance Text". It includes a sub-header "Send customer a text with a link to quickly request service digitally". The form contains a text input field for "Customer Mobile Phone *", a checkbox for "Customer agrees to receive service-related texts", and another text input field for "Policy Number (Optional)" with an information icon. A "Send Roadside Text to Customer" button is at the bottom.

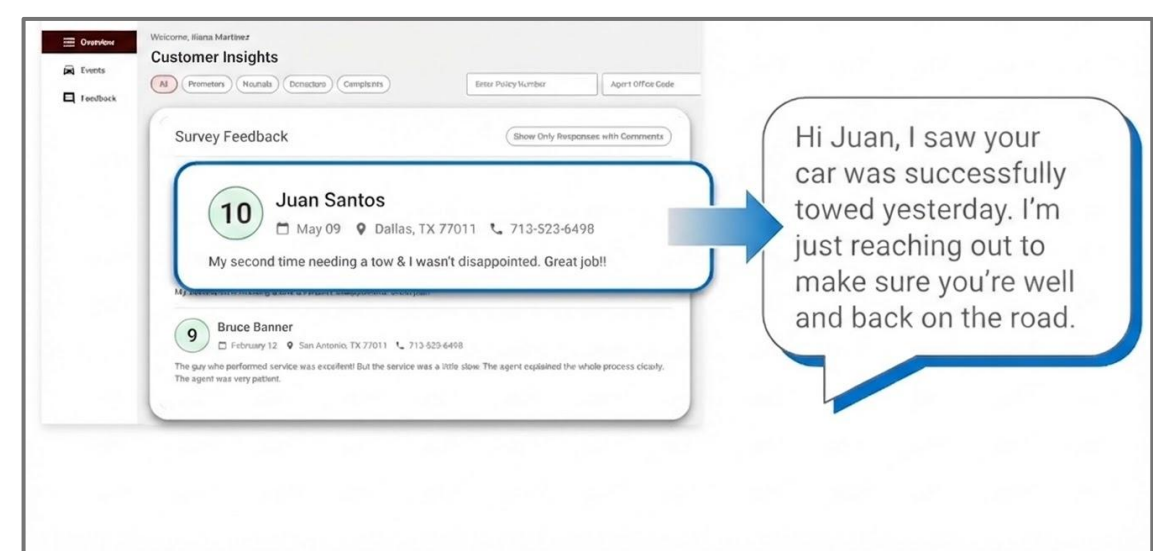
- 2. Guide:** Stay on the line with your customer while they complete their service request.



- 3. Monitor:** Instantly track the service provider's arrival and provide live updates to your customer from RoadsideAID.



- 4. Confirm:** After the service, customers have an opportunity to leave a review. Be sure to check the RoadsideAID dashboard for feedback. Reach out to ensure they are well.



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.**