

# Agero Network Guidelines for Add-Charges

There may be instances when a job is complicated or requires more equipment than initially planned.

In these unconventional cases, it's important to be transparent about your needs and **it's critical to take as many pictures as you can** to show proof of the need(s). Pictures help to validate the additional charges being billed to clients.

Failure to follow proper add-charge procedure may result in rejected invoices or your account being placed on hold for further investigation.

## COMMON ADD-CHARGES:



### Dollies, Skate or GoJaks

Agero only pays 1 service fee for each event even if multiple dollies, skates or GoJaks are used.

**Agero does not pay for dollies on Flatbed dispatches.**



### Winching

Agero pays winching in half hour increments.

**Agero does not pay for winching cars onto flatbeds** from roadways or storage lots.



### Storage

Agero pays overnight storage in nightly increments according to your contracted rates.



### Labor

Agero pays labor in half hour increments.

Agero does not pay labor charges for putting dollies or skates on or for hooking up a winch cable.



### Clean Up

Agero pays for the clean up of an **accident scene** utilizing your Accident Clean Up rate.

**Examples of Labor:** Crash Wrap application, any extra work/effort required to ensure the vehicle is in a position to be towed.

Of the above common add charges, Labor is the only cost that is not outlined in your Swoop Rate Agreements and can be negotiated. Each of the other charges can be set with us upfront and can be found in your Swoop Rate Agreement under "Additional Items" for reference. Any rates that you agree upon upfront in a Rate Agreement are non-negotiable. To modify Rate Agreements you will need to reach out to PAG.

If you arrive on scene and encounter a situation with a vehicle that you were not prepared for, get in touch with Agero immediately by chatting in Swoop to advise on the changes and get approval for any additional equipment, time, or labor needed to complete the service.

Best practice for these cases is to take as many pictures as possible prior to touching the vehicle so that we have accurate evidence of the condition of the vehicle before the service.

continued



# We Closely Monitor Additional Charge Behavior

We regularly audit additional charge patterns at the provider, metro and zip-code level to identify outliers and ensure adherence to the process. We'll soon be considering these practices more in our dispatch selection process

**Repeatedly adding unnecessary or non-dispatched services/equipment to jobs/invoices may result in rejected invoices and/or being removed from the Agero Network entirely.**

## Extreme or Unconventional Situations

### WHAT DO WE CONSIDER "EXTREME" OR UNCONVENTIONAL?

Vehicle is flipped or rolled over

Vehicle was/is on fire

Vehicle was/is submerged in water

Vehicle is missing more than one tire

Vehicle is 15 feet or more off the road

(i.e. off a cliff or in a ditch)

### WHAT DOES AGERO EXPECT IN THESE SITUATIONS?

- + If additional charges are needed to secure the vehicle safely, you are required to:
  - Reach out to Agero immediately through the blue chat bubble in Swoop to seek approval from our agents BEFORE touching or moving the vehicle in any capacity and be prepared to provide pictures
  - Abide by your contracted rates for the service itself
- + If additional equipment/effort is needed, you are required to:
  - Abide by your contracted rates for winching, dollies/skates/GoJaks, and accident clean up
  - Abide by your contracted rates for towing (if an additional truck is needed)
- + If the level of effort needed evolves during the service, you are responsible for keeping Agero informed as the situation progresses and providing picture evidence.
- + You must give an accurate breakdown of whatever charges are incurred on the job

### HOW TO CONTACT US:

Support is available 24/7

You can chat with an agent directly in Swoop <https://app.joinswoop.com/login>

via the little blue chat bubble in the lower right hand corner.

