





On the Road Again

Vehicle Usage Trends 2021

The automotive industry is showing no signs of slowing down. Our 2021 industry research indicates that Americans are putting more miles on their vehicles, fueled by shifting travel patterns and continued headwinds facing other modes of transportation. The key takeaways point to a greener, smarter future for vehicles, as well as emerging distribution channels and revenue sources for dealers and manufacturers.

OVERVIEW



More cars...

1.2 **AUTO REGISTRATIONS** 

PER LICENSED **DRIVER 2019** 

steady increase

continuing a decades-long

...driving more miles...

+4% **FORECAST** ANNUAL GROWTH

(2020 - 2024)

in vehicle miles travelled

roadside events. (The average car is out of warranty!)

...for more years = more

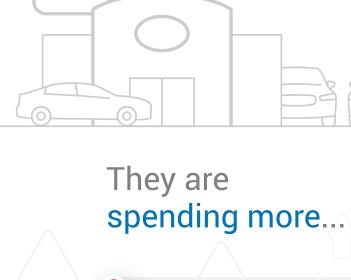
YEARS

on the road in 2020

average age of vehicle

Learn About Agero's award-winning Roadside solutions: agero.com/roadside

HOW DRIVERS ARE BUYING CARS & PARTS



**INCREASE** 

**USED CAR** 

**PRICES** 

IN NEW AND

growth in 2020

year over year

...making online

purchases...

OF SALES at larger dealer groups

come from digital channels

10

See how Agero's vehicle transport services can support digital sales and streamline workflows: agero.com/vehicle-transport

...and looking for bargains

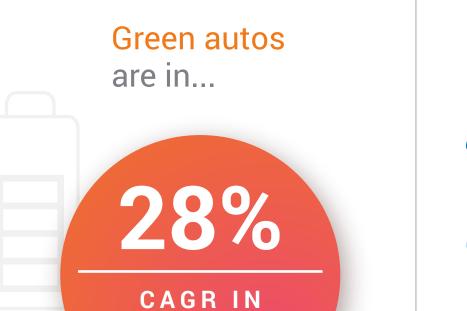
with aftermarket.

AFTERMARKET **SIZE (2020)** 

4.6% **GROWTH RATE** is among the fastest

post-Covid growth trajectories

**ELECTRIC VEHICLES** 



Learn how Agero is helping lead the auto industry's shift to electric vehicles:

**BATTERY EV** 

SALES

2015-2020

CHARGERS

...led by the Green

Mountain state...



**PER** 

54% OF NEW CAR

...and following

Norway's lead.

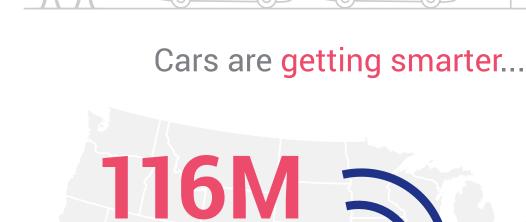
REGISTRATIONS **WERE EV** in 2020

"HIGH" REVENUE

**OPPORTUNITY** 

**CONNECTED VEHICLES** 

blog.agero.com/ushering-in-electric-vehicles



CONNECTED VEHICLES

...unlocking new revenue streams.

SEE PREDICTIVE MAINTENANCE AS "MODERATE" OR

OF DEALERS

# projected number in the US by 2025 Learn about Agero's connected vehicle solutions: agero.com/connected-vehicle-services DRIVERS INSURE THEIR VEHICLES

1/2 **CUSTOMERS** 

See how roadside can improve customer loyalty: blog.agero.com/why-roadside-builds-customer-loyalty

**SWITCHING CARRIERS** 

Customers are shopping

around for auto insurance...

**DECISION VS 2012** 

...but repair costs

...making buying

decisions on price...

facilitated by connected vehicle data

**CUSTOMERS ARE** 

MORE LIKELY TO SHOP FOR A NEW CARRIER AFTER A NEGATIVE

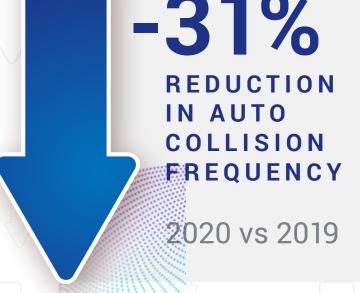
**EXPERIENCE** 

...and fleeing carriers if their

expectations aren't met.

FOR CUSTOMERS **ASSISTED BY** AGERO\*

Claims and accidents are down...



who solved a roadside event without using their insurance coverage.

**AVERAGE** ESTIMATE FOR

COLLISION / LIABILITY LOSS 2020 vs 2019

POLICY RENEWAL RATE

**PERSONAL** LINES **CARRIERS** 2020 vs 2019

Source: Agero 2020 Benchmark Survey & Agero 2021 industry research. © Agero, Inc. A Cross Country Group Company \* Insurance customers serviced by Agero renewed with the same carrier 11 percentage points more than insurance customers

# 54% **INCREASE IN** OF AUTO INSURANCE **CUSTOMERS** PLAN TO MANAGE WHO SAY PRICE IS A KEY FACTOR **COSTS BY REDUCING COVERAGE OR** IN THEIR BUYING

THE ACCIDENT IMPACT

are up...

...and so is the cost for

insurers to service claims. **EXPENSE** 



Check out more insights at blog.agero.com

When accidents do happen, we can help reduce time, cost, and frustration.

Learn more: agero.com/accident-management