

CrashResponse

Connecting drivers in need to real-time support

Immediate support after an accident provides potentially life-saving customer assistance while reducing claims expense.

Benefits



Immediate Customer Support

Over 90% of calls are made **within 30 seconds** of agent notification.



Improved Customer Satisfaction

Proactive response results in up to **2X customer satisfaction**.



Streamlined FNOL

Faster First Notice of Loss **saves 3-5 days** of cycle time.



Reduced Loss Costs

Avoid up to **\$725-1,000+** in secondary costs with faster vehicle recovery.



Flexible & Configurable

Flexible telematics options and configurable services.



How It Works

Crash Detection



Crash Detected

Telematics partner detects when a crash has occurred



Data Collection

Geolocation information is collected and shared



Notifications

API integration shares accident details with your claims system and alerts Agero

Customer Interest in Telematics has **DOUBLED** SINCE 2020



Accident Occurs



Automated Outreach

A call is automatically triggered to triage the situation



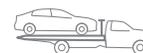
Emergency Response

Emergency services are requested



Agent Support

When support is needed, a trained Agero agent calls the customer using a configurable script



Accident Tow

An accident tow is dispatched to the accident scene

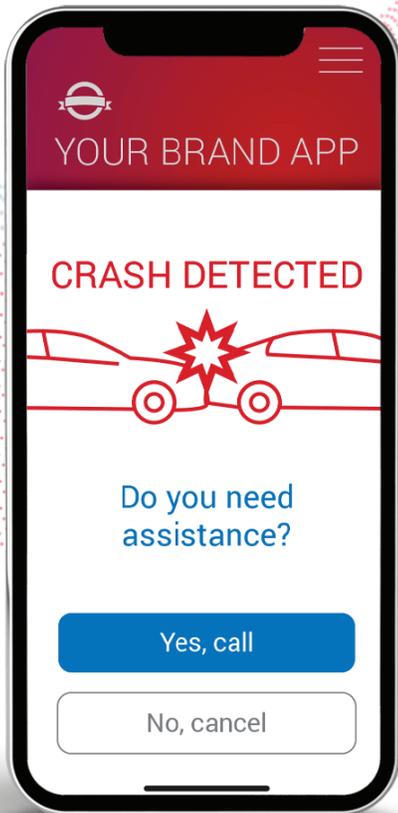


Vehicle Delivered

Emergency Response

Product View

Crash detected through your branded mobile app



Immediate outreach from an agent



Contact emergency services



Dispatch accident scene tow

“ I had a medical emergency and ran off the road into a tree. My insurer called me and after getting no answer called EMS. **My insurer literally saved my life.** THANK YOU. ”

John S., Utah

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.**