

Digital Tips

Enabling secure, cash-free driver recognition

An easy to use, no pressure, digital option for customers to recognize exemplary service.



Benefits

<p>Performance Based Triggered by strong customer NPS rating.</p>	<p>No-Pressure Simple opt-in SMS sent after the job is completed.</p>	<p>Cash-free Freedom, flexibility and security of cash-free transactions.</p>	<p>Recognition Well deserved appreciation sent directly from customers.</p>

How It Works

Driver assists customer

<p>Customer completes NPS survey with high score</p>	<p>SMS sent with the option to tip</p>	<p>If yes, Venmo details sent to customer</p>	<p>Customer securely tips directly to the driver</p>
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Since 2009, Venmo has been the app for fast, safe, social payments. With Venmo, you can connect with brands and businesses just like you do friends. Venmo is part of the PayPal Family, a global leader in digital payments. The app is available on both iOS and Android platforms.

Features



Venmo

Fast, safe,
social payments.



NPS Score

Prompt triggered based on
strong customer feedback.



Digital

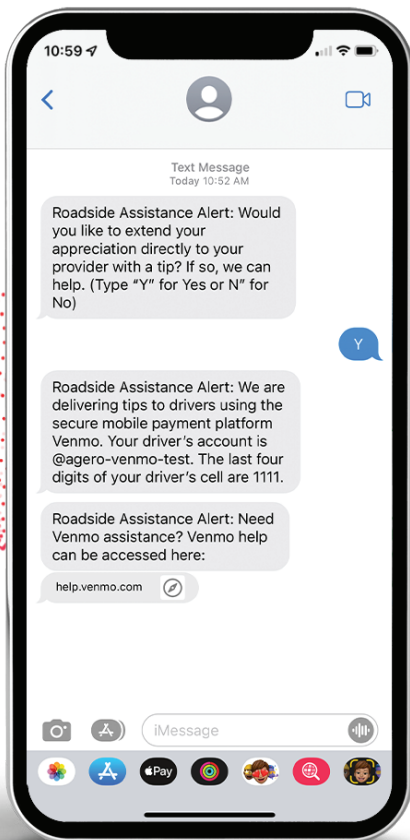
Fully digital
workflow.



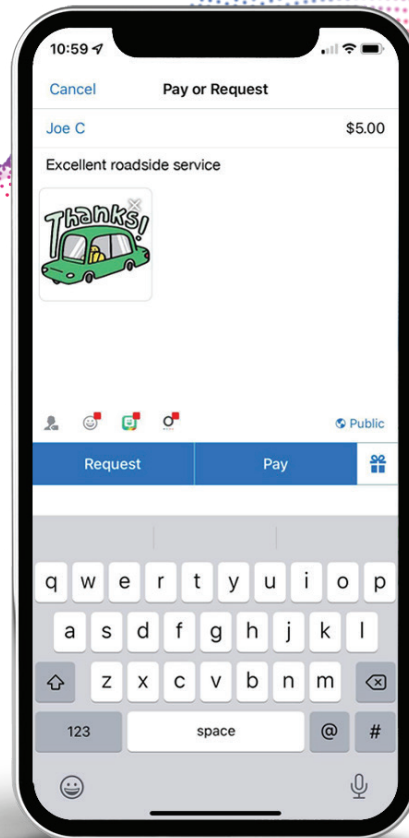
100% of tips

Direct payments
to drivers.

Product View



Customers are offered the option
via SMS based on NPS rating



Cashless payment
sent via Venmo

About Agero

Agero's mission is to rethink 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 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.**