

RoadsideAID Email Notifications



Timely, relevant information delivered directly to your inbox.

Never miss an engagement opportunity by staying up to date on your policyholder's ERS experience.

Email Notifications



Completed Jobs
Triggered when a policyholder completes an ERS job.



NPS Survey Completed
Triggered when a policyholder completes the post event survey

RoadsideAID

{AGENT NAME}:

A roadside event for {CUSTOMER NAME} has just been completed. Please log onto [RoadsideAID](#) to view the full case details.

Thank you.

Please do not reply. Responses to this email will not be received. Please do not reply.

To update your notification settings, log onto [RoadsideAID](#) and select "settings" on the bottom left-hand corner.

RoadsideAID

{AGENT NAME}:

{CUSTOMER NAME} has just submitted an NPS score of {NPS SCORE}. Please log onto [RoadsideAID](#) to view the full case details.

Thank you.

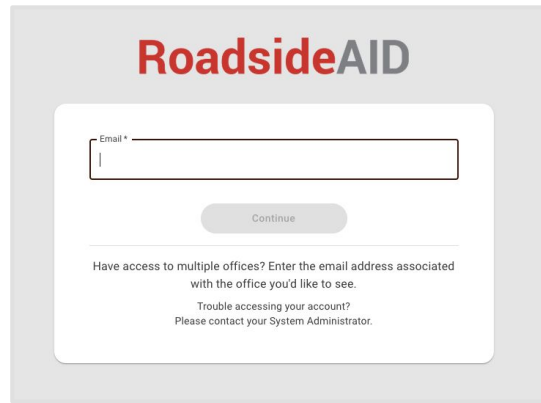
Please do not reply. Responses to this email will not be received.

To update your notification settings, log onto [RoadsideAID](#) and select "settings" on the bottom left-hand corner.

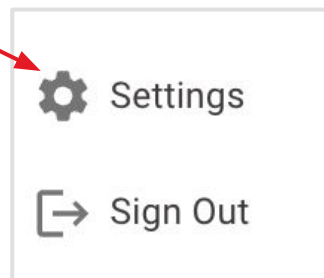
How to Opt-In

1. **Log in** to Roadside AID

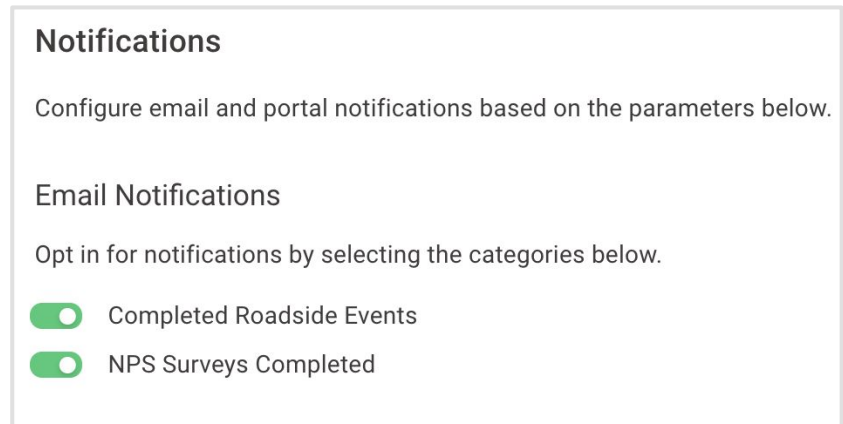
aid.agero.com

The image shows the RoadsideAID login interface. At the top, the logo "RoadsideAID" is displayed in red and grey. Below it is a white login box containing an "Email" input field with a small asterisk, a "Continue" button, and a link to "Forgot your password?". At the bottom of the box, there is a note: "Have access to multiple offices? Enter the email address associated with the office you'd like to see. Trouble accessing your account? Please contact your System Administrator."

2. Click the **settings icon** in the lower left corner.



3. **Select the notifications** you would like to receive

The image shows the "Notifications" settings screen. It has a title "Notifications" and a subtitle "Configure email and portal notifications based on the parameters below." Below this is a section titled "Email Notifications" with the instruction "Opt in for notifications by selecting the categories below." There are two toggle switches, both of which are turned on (green). The first toggle is labeled "Completed Roadside Events" and the second is labeled "NPS Surveys Completed".

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.**