

How to Contact Us

LIVE JOB CHAT SUPPORT

All Agero Jobs

(Light, Medium, Heavy, Accident & Secondary Tow)

Log into Swoop:
app.joinswoop.com/login
Chat is available 24/7



Need to update the status of a live job?
Use the [Job Update Button](#) in the Swoop app.

LIVE JOB PHONE SUPPORT

ASM/VRM Jobs

866-359-5425

Phone Support is available 24/7

SELF-SERVICE RESOURCES

Search for commonly asked questions on the **Resources** tab in Swoop, 24/7

Need vehicle-specific instructions?
info.agero.com/blueprint

ACCOUNT & BILLING SUPPORT

PROVIDER ADVOCATE GROUP (PAG)

Live Chat and Support Tickets

info.agero.com/network

Live Chat with PAG or Submit a Ticket to PAG and a team member will respond within one business day

Call PAG

866-219-8136

Monday–Friday, 10am–6pm EST

Submit a Billing Discrepancy

PAG Ticket info.agero.com/network

FOR SUPPORT REGARDING DAMAGES

via email

damageteam@agero.com

or by phone

800-528-9416