



2025

# Service Provider Handbook

Everything you need to  
know to succeed with Agero.



## Prefer Self-Serve?

SEARCH OUR FAQs  
BY VISITING THE  
RESOURCES TAB  
IN YOUR  
SWOOP APP

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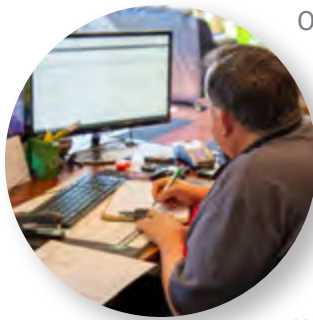
# Getting Started

As an Agero contracted Service Provider, we look to you as an extension of the clients we serve, with the customer experience being the number one priority for all parties involved.

Use this handbook as a way to set yourself up for success with all of Agero's systems and programs, as well as a guide for what to expect (and what we expect of you) as part of Agero's network.

## Agero Sets You Up for Success

We understand the grit, passion, and determination it takes to grow your towing and roadside service business, and we're dedicated to providing you with consistent volume and support to fuel that growth. With a variety of service types available — from road to tow to transport and in between — do what works best for your business goals.



Our people, processes, and technology all come together to help you be the best at what you do — saving drivers in need.

**SWOOP®**

And with our Swoop software, which we acquired in 2018, you'll have the right set of dispatch and management tools to grow your Agero business.



**GROW**  
YOUR BUSINESS



**Volume**



**Support**





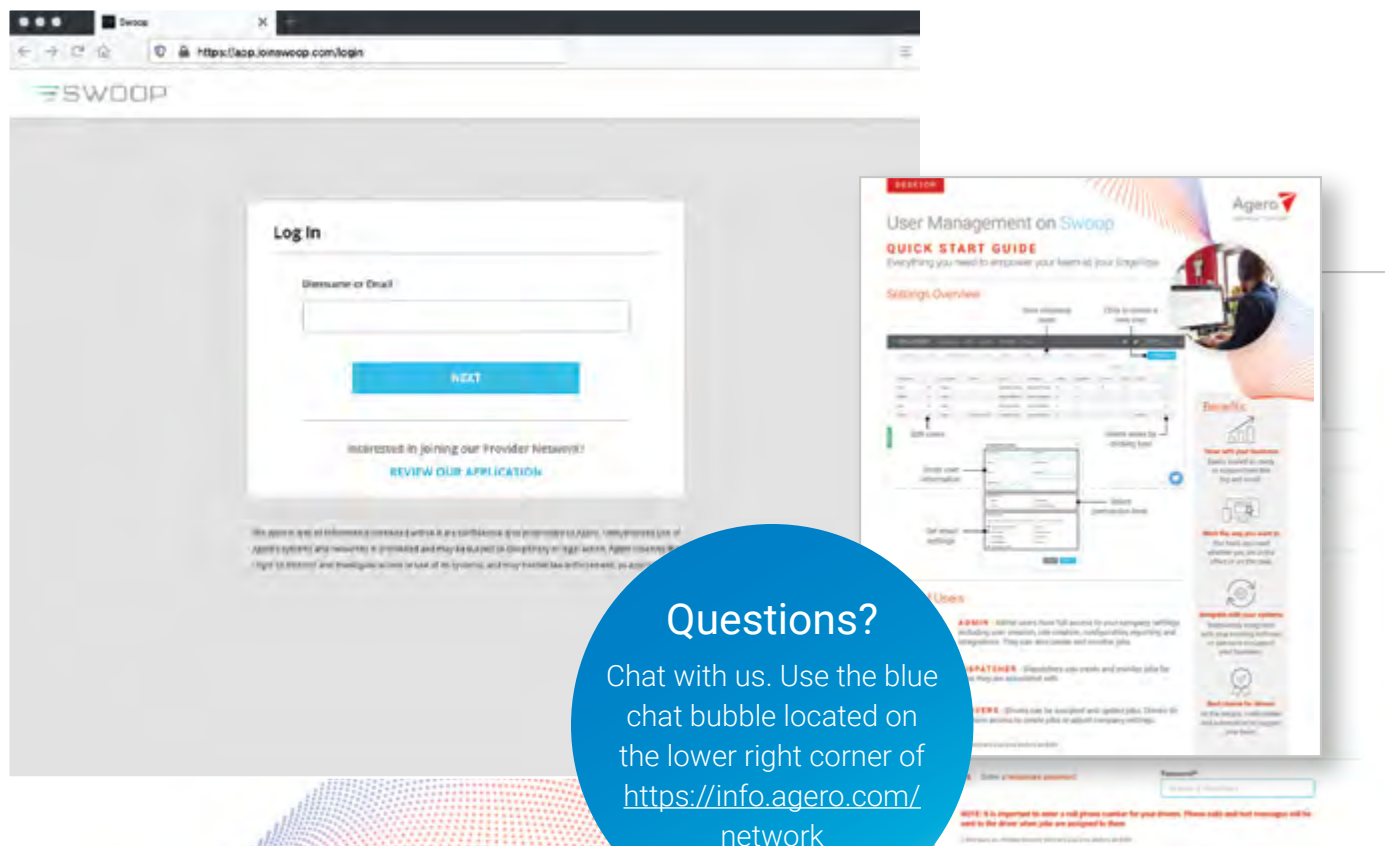
# Create Your Account

## What will I use Swoop for?

You'll use Swoop for digital dispatching and billing Agero jobs.

To get started, sign into Swoop at [app.joinswoop.com](https://app.joinswoop.com).

- + Username: your email address.
- + Password: use [this link](#) to set password.
- + Add admins, dispatchers and drivers using [this guide](#).
- + Configure your Swoop set up, including notifications, as desired using support from the Resources tab in Swoop.



**IMPORTANT:** Agero requires all vendors wishing to perform Accident Scene and Secondary Tow services to be active for a period of at least 90 days before receiving these jobs. After 90 days, the Network Performance Management Team will review your account and be in touch with you regarding your adherence to our Performance guidelines and our Community Code of Conduct, as noted in this Handbook.

# AgeroSupport

## Create Your Account

### What will I use AgeroSupport for?

It is required that you keep records on ALL of your employee up to date in real-time using AgeroSupport.com to ensure compliance with our Background Checks process. See more details on page 8. You can also use AgeroSupport.com to view checks, if desired.

1. Go to [AgeroSupport.com](https://www.agerosupport.com) and click on the [New User? Click Here](#) link.
2. Enter your unique Service Provider Vendor ID (provided to you in your welcome email).
3. Enter your Federal Tax ID or Employer Identification Number (EIN). Be sure to omit any dashes.
4. Click Submit - this will take you to the next screen to create your login name, password, and security question.
5. Create your unique login name and password. Your password will need to be at least six digits.

**Congratulations** - you can now log into your new AgeroSupport account!

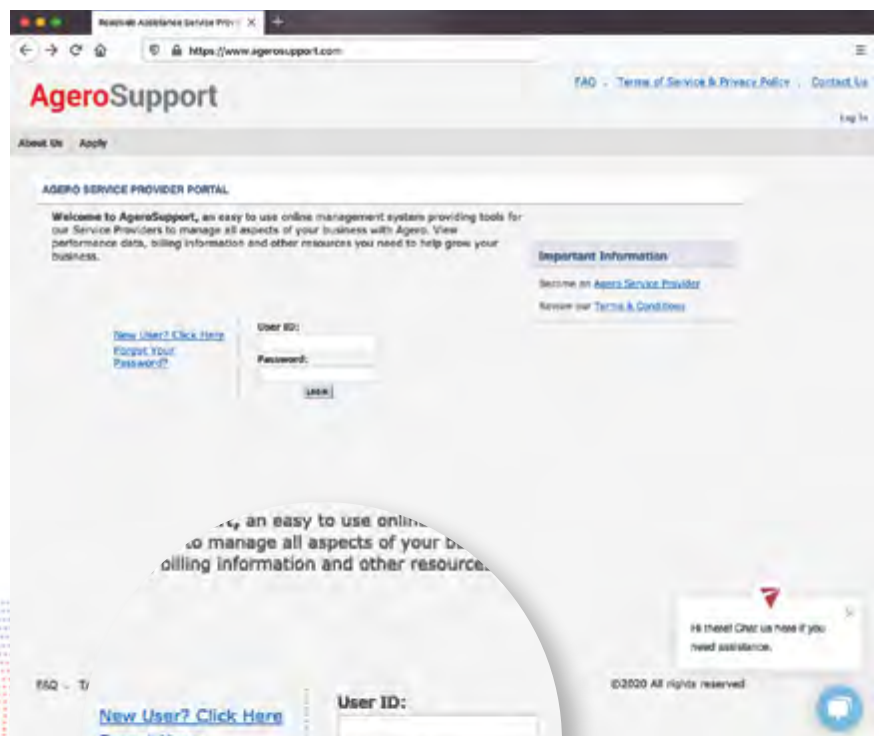
To add employees or remove them from your account, in accordance with our compliance needs:

Navigate to the Scorecard section of AgeroSupport using the top navigation bar.

Scroll down to the “Add a Driver” or “Remove a Driver” buttons on the left hand side of the screen.

Follow the prompts, then submit.

Note that you will still need to add these individuals to Swoop for dispatching.



### Need Assistance?

Chat with us. Chat bubble located on the lower right corner of <https://info.agero.com/network>

## Network Extras

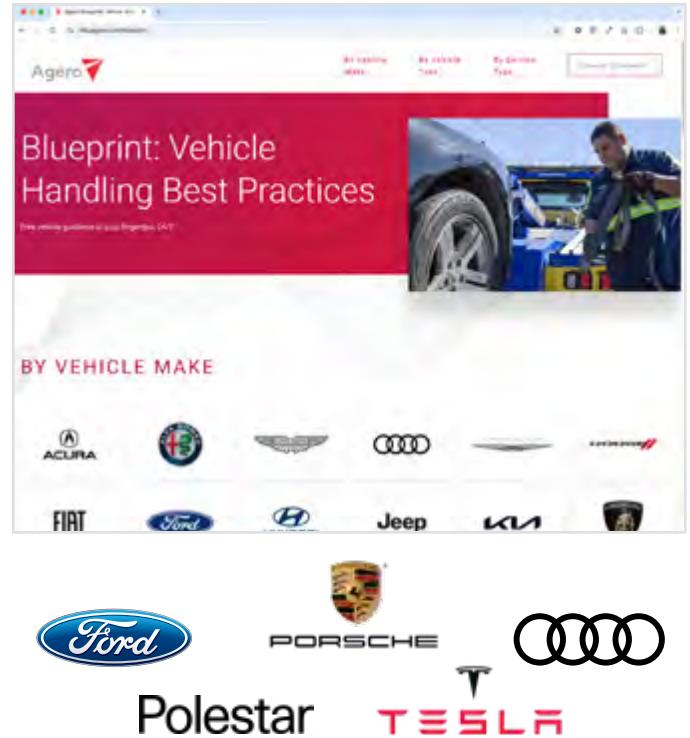
### Agero BLUEPRINT

#### Bookmark it!

Available 24/7, [Agero Blueprint](#) has searchable tip sheets and videos direct from manufacturers that can help you do your job when you need it most.

With this 100% FREE resource, learn how to handle luxury vehicles, complicated procedures, and manufacturers' recommended practices for Audi, Ford, Polestar, Porsche, Tesla and more. With a growing library of EV content, we've got you covered.

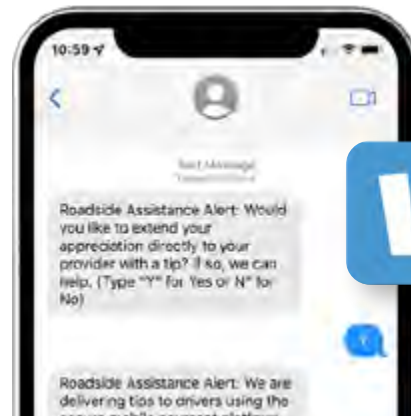
As a member of our network, you'll automatically start receiving our Blueprint Bulletin with the latest content additions, but make sure to bookmark this mobile-friendly site for easy access while you're on the go.



## Digital Tips Program

### **venmo** Enroll now!

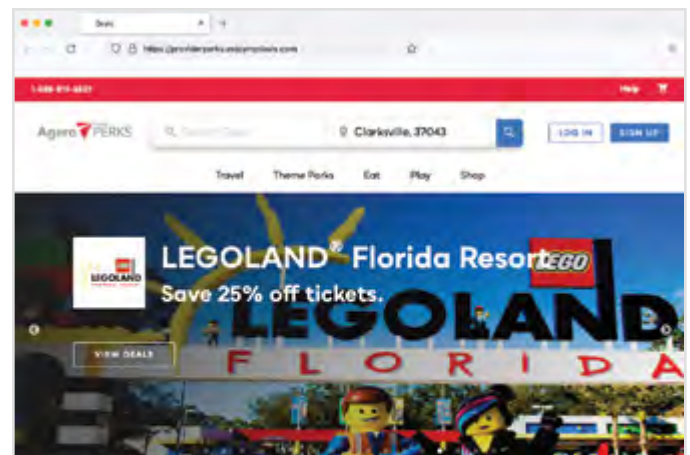
We're making it easy for our customers to recognize your drivers' exemplary service with tips using the cash sharing app, Venmo. You can enroll your drivers at any time. All we need is a Venmo ID and a phone number. Read our [overview](#) for more info.



### Agero Provider PERKS

#### Activate Your Membership

We offer a wide range of discounts on the services and items you use every day to run your business. Just visit [AgeroProviderPerks.com](#) and enter your Vendor ID number. You will be automatically directed to the Member Registration form.



# How to Contact Us

## LIVE JOB CHAT SUPPORT

### ALL AGERO JOBS

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

### LOG INTO SWOOP:

[app.joinswoop.com/login](http://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

### CORE ROAD & TOW JOBS

 **1.800.541.2262**, Option 1

### ACCIDENT TOW (P) AND SECONDARY TOW

 **1.866.359.5425**

Phone Support is available 24/7

## ACCOUNT & BILLING SUPPORT

### PROVIDER ADVOCATE GROUP (PAG)

#### LIVE CHAT AND SUPPORT TICKETS

[info.agero.com/network](http://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

 **1.866-219-8136**

Monday – Friday, 10:00 am – 6:00 pm EST

#### SUBMIT A BILLING DISCREPANCY

PAG Ticket [info.agero.com/network](http://info.agero.com/network)

#### FOR SUPPORT REGARDING DAMAGES



Questions or concerns regarding vehicle damage.

#### EMAIL



[damageteam@agero.com](mailto:damageteam@agero.com)

#### PHONE



**1.800-528-9416**

Prefer to  
Self-Serve?

SEARCH for commonly asked questions on the Resources tab in Swoop, 24/7.

Need vehicle-specific instructions? Visit: [info.agero.com/blueprint](http://info.agero.com/blueprint).



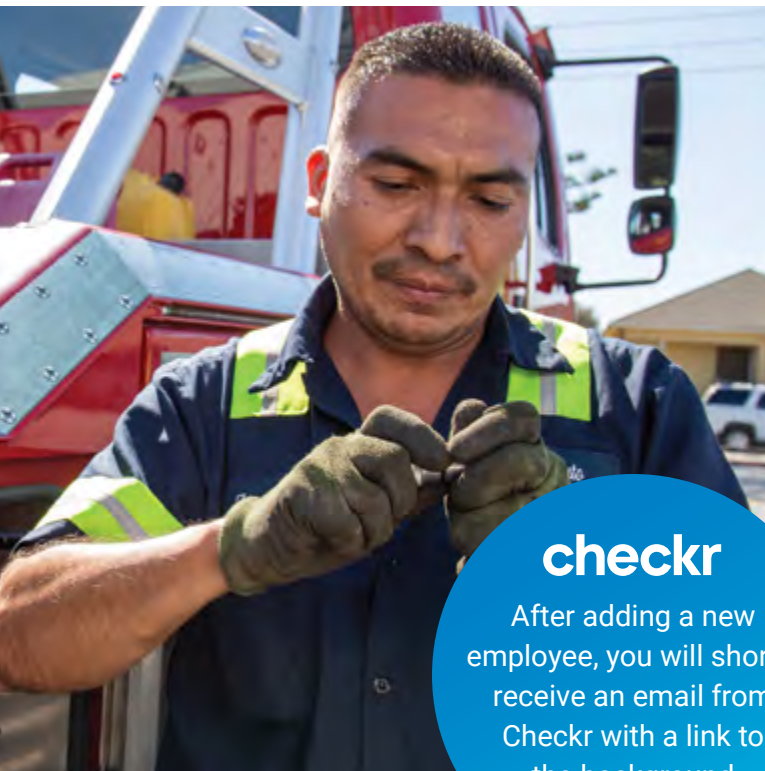


# Understanding Compliance

To maintain your status in Agero's Network, you will regularly need to provide Agero with evidence of compliance information that meets our network criteria. You are responsible for keeping Agero up to date if you add or let go of an employee.

## Terms and Conditions

You can always access our terms and conditions via [Swoop](#). Additionally, you can view them [here](#).



### checkr

After adding a new employee, you will shortly receive an email from Checkr with a link to the background check process.

*Companies performing tow and/or road services in zip codes with regulatory licensure obligations issued by federal, state, county or municipalities may be required to document licensure status, including renewals, to maintain the company in good standing.*

## Background Checks

### checkr

Since 2008, Agero has required our contracted service providers to perform background checks on all personnel working on Agero dispatches. You'll be asked to submit evidence of these completed background checks regularly so we can audit compliance of our contractual requirement.

We work with a company called Checkr to offer a free/complimentary background check solution to contracted service providers. Agero hosts and audits our network's background check information.

**It is your responsibility to keep your employee records up to date using [AgeroSupport.com](#).**

**You MUST make updates for all employees you hire** - regardless of seasonality or full-time status - and those you let go. You will receive notification directly from Checkr when it is time to update the employee/contractor background checks you have on file with us. To update this list, use the **Add a Driver/Remove a Driver** button functionality in the left-hand menu of your AgeroSupport **Scorecard** screen. Download our full overview [here](#).

**Note:** The above directions are imperative for our compliance process. However, to ensure your drivers also receive dispatches appropriately, you must also add them to your Swoop account.





## Certificates of Insurance (COIs)

We partner with PlusOne Solutions, a company dedicated to making the certificate of insurance submission and review process easier for all parties involved. PlusOne Solutions will work with you and your agent directly to obtain an active certificate of insurance ahead of your COI's expiration date. If we don't have your agent information on file, then PlusOne will reach out to you, via the communication email we have on file, to obtain that information. You can expect to hear from PlusOne when your COI is within 30 days of expiration.

Agero reserves the right to place your account on hold if these requirements are not met, or your certificate of insurance expires.

Looking for  
a NEW  
underwriter?



**CHECK OUT**  
our underwriters by  
[state list](#) to review the  
most used companies  
in your area.

**As a reminder, here are our insurance coverage requirements:**

|                                     | Requirements                                                                                                                                                                        | Coverage                                                                          |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <b>Commercial General Liability</b> | <ul style="list-style-type: none"> <li>• Per occurrence</li> <li>• General aggregate limit applies per policy</li> <li>➤ <b>Additional insured</b></li> </ul>                       | \$1,000,000/occurrence                                                            |
| <b>Commercial Auto Liability</b>    | <ul style="list-style-type: none"> <li>• At least for <i>owned autos, hired autos, and non-owned autos, with any auto preferred</i></li> <li>➤ <b>Additional insured</b></li> </ul> | \$1,000,000/occurrence<br>(Combined single limit, bodily injury, property damage) |
| <b>On Hook/Cargo</b>                | Required for towing services                                                                                                                                                        | \$150,000/occurrence                                                              |
| <b>Garagekeeper's Insurance</b>     | Required if you store vehicles at your facility                                                                                                                                     | \$150,000/occurrence                                                              |
| <b>Workers Compensation</b>         | For all employees, with evidence of meeting state minimums                                                                                                                          |                                                                                   |
| <b>Certificate Holder</b>           | Agero Administrative Service Corp.<br>c/o PlusOne Solutions, Inc.<br>3501 Quadrangle Blvd, Suite 120<br>Orlando, FL 32817                                                           |                                                                                   |

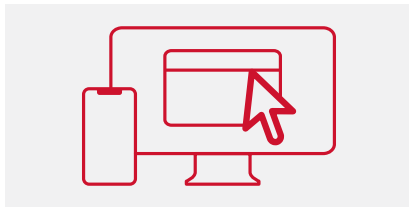
New  
Certificate?  
Submit  
here.

IF AT ANY POINT YOU NEED TO SEND US A NEW CERTIFICATE OF INSURANCE, please submit it via email to [compliance@plusonesolutions.net](mailto:compliance@plusonesolutions.net). Make sure to include all your Vendor IDs, Facility Address, and Company Name with your submission.

# Dispatch Guide

## How to Receive Dispatches

We may send you dispatches in any of the following ways:



**Digitally**  
(preferred)



**Automated Dispatch Agent**



**Manual Phone Call**

Digital dispatching is the fastest and simplest way to receive jobs from us, and we request that all of our providers adopt some kind of digital software – either Swoop or a third-party system. In the event that you do not use a digital platform, you may receive a phone call from one of our live dispatch agents, or through our automated dispatch agent.

### QUICK TIPS:

- + All Agero jobs - regardless of whether you use Swoop or a third-party platform - will be dispatched with the Account label **"Swoop"**.
- + For each digital offer we ask that you respond within 1 minute of the dispatch.
  - We will only manually call you for an offer if we cannot digitally secure service AND you did not digitally refuse the call originally.
- + If Agero approves your ETA, you'll be notified through the app and issued a Job ID# (8 digits) for the service.
- + Make sure to provide the absolute best, and most accurate, ETA possible, as rejected ETAs will count against your performance. You'll see this on your performance dashboard as "auto rejected."





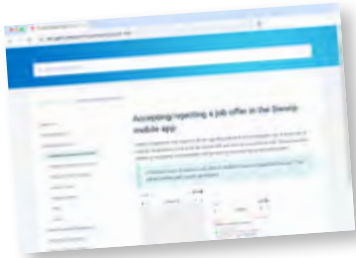
## How to Use Swoop for Digital Dispatching

Our Swoop digital dispatching software is FREE for Agero jobs. If you believe Agero will be the bulk of your company's jobs, it makes sense to use Swoop as your primary digital dispatch solution.

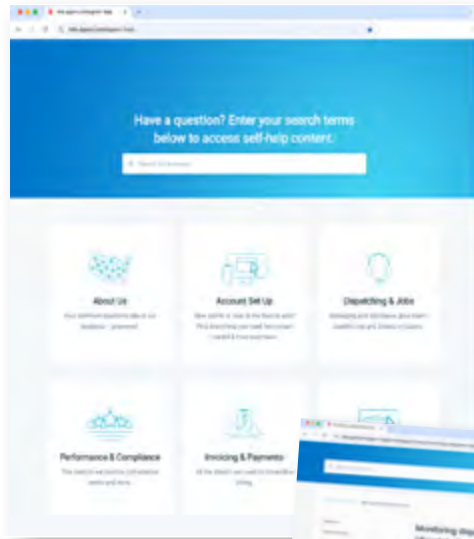
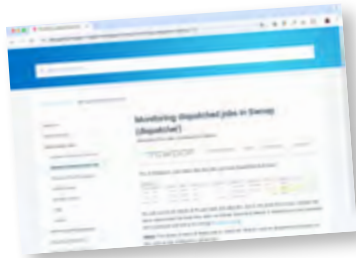
### Managing Jobs in Swoop:

You have two options for receiving jobs through Swoop directly: using the Swoop desktop app or the Swoop mobile app. Visit our Swoop Resource Center to review all that you need to know about setting up your Swoop account, receiving job offers, accepting jobs and managing jobs-in-progress.

#### + [Accepting jobs on the web app](#)



#### + [Managing active jobs in the web app](#)



#### + [Accepting jobs on the mobile app](#)



### Training Your Drivers on Swoop:

[Review this help material to learn how to accept and run jobs from the driver's point of view.](#)

## Using a Third Party for Digital Dispatching

If you work with a variety of motor clubs, municipalities, or receive a lot of cash calls, consider using one of our integrated third-party systems.

Check with the [Provider Advocate Group](#) on whether or not we integrate with your software of choice. Visit the Resources tab in Swoop for step-by-step instructions on how to receive **Agero** calls in your third-party system.

### Dispatching 101

Learn how to accept a digital dispatch, enter an ETA, and assign a driver.



## Accepting Dispatches by Phone

At the time of contact, an agent will ask if you are able to perform a particular type of service and request an ETA. In most cases, Agero will expect an ETA of 45 minutes for light duty towing and 30 minutes for roadside services (*dependent upon weather conditions and traffic*).

*In most cases, Agero will expect an ETA of 45 minutes for light duty towing and 30 minutes for roadside services (dependent upon weather conditions and traffic).*

Once your ETA is accepted, we will provide all of the necessary information you'll need to complete the dispatch, including: Job ID #, disablement address, vehicle information, customer name, and customer phone number.

After  
Accepting  
a Dispatch

EITHER  
DIGITALLY  
OR OVER  
THE PHONE



we will send you a follow-up email confirming the details of the job.



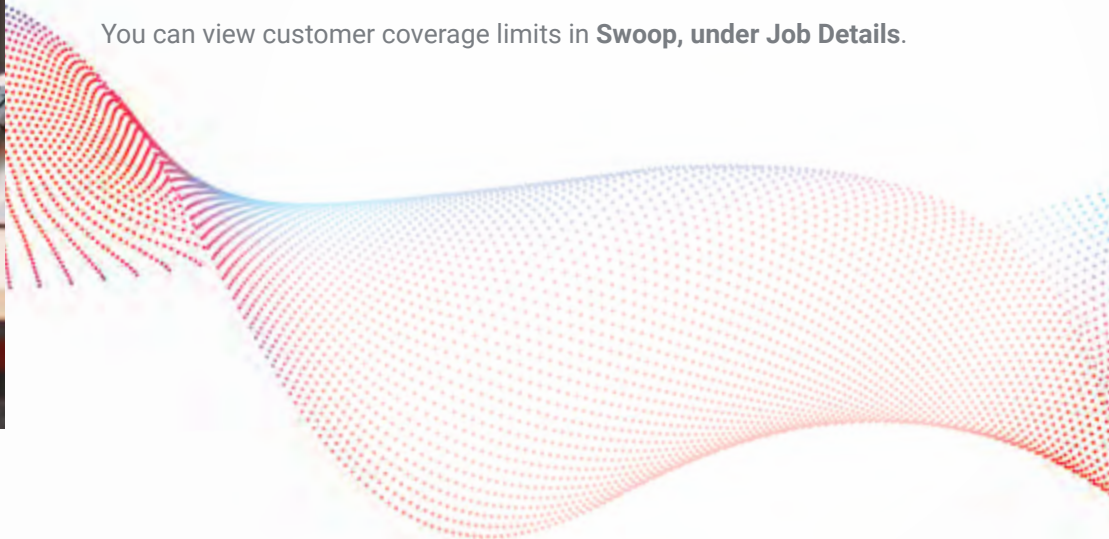
## Customer Coverage Limits

When available, Agero will advise you of the customer's coverage limits.

### COVERAGE LIMITS CAN INCLUDE:

- + Covered in full
- + Covered to a dollar limit
- + Covered to a mileage limit
- + Not covered at all

You can view customer coverage limits in **Swoop**, under **Job Details**.



# Out of Area Dispatches

While we intend to always send you in-territory jobs, servicing our customers remains our #1 goal, and that may mean securing service from farther away. If our dispatchers exhaust a list of providers within a given area, they'll start calling contracted providers based on a combination of factors. We'll always prefer to utilize a contracted provider vs. a non-contracted provider, even if that contracted provider is in a farther location. It's your responsibility to determine if accepting an out of area job makes sense based on the profitability of the job, your capacity, etc.

Keep in mind the following scenarios when presented with out of area dispatches:

**Acceptance Rate WILL NOT be affected** if you reject a job during the following scenarios:

- + If a job originates outside of your assigned area and is being towed outside of your area
- + If a job originates outside of your assigned area and is being towed within your assigned area



**Acceptance Rate WILL be affected** if you reject a job during the following scenarios:

- + If a job originates within your assigned area and is being towed within your assigned area
- + If a job originates within your assigned area and is being towed out of your area

Additionally, all dispatches – in or out of territory – will be paid at your contracted rates.

# During the Job

## Make a Good Impression

One of the most important items to remember as a contracted **Agero** service provider is that our customers view you as an extension of the car manufacturer or insurance company they requested roadside assistance through. Customer service is therefore imperative. Your service vehicles should be well maintained, equipped, labeled, and clean at all times, and your drivers should have the appropriate safety gear and uniforms. You only have one opportunity to make a good impression.



*When safety allows, photos are required for every job, regardless of service type. Photos of the vehicle before and after service, as well as any points of damage, must be attached to the Job ID in your dispatching software. Ensure you have the camera settings capture the date, time and location of the photo, if available. Review our full requirements [here](#).*

### How to Contact Agero During a Live Event

#### LIVE JOB CHAT SUPPORT

|                                                                          |                                    |                                                                                                                   |
|--------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>All Agero Jobs</b><br>(Light, Medium, Heavy Accident & Secondary Tow) | Blue chat bubble on your Swoop app |  Live Chat is available 24/7 |
|--------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------|

#### DIGITAL JOB UPDATES

|                                 |                                                                                                      |                                                                                                                                 |
|---------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Core Road &amp; Tow Jobs</b> | Digitally update live jobs GOA, unsuccessful service, or cancellations within your dispatch software |  Visit the Resource tab in your Swoop app. |
|---------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|

#### LIVE JOB PHONE SUPPORT

|                                 |                        |                                                                                                                       |
|---------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>Core Road &amp; Tow Jobs</b> | 800-541-2262, Option 1 |  Phone Support is available 24/7 |
| <b>Accident Management Jobs</b> | 866-359-5425           |                                                                                                                       |

**NOTE:** Receiving approval for changes by a dispatch agent does not mean you'll be paid automatically for those changes, as they'll be submitted for an internal review process first.

Contact both Agero and the customer if your ETA changes

# Reasons to Contact Agero During a Live Event

- 1 For questions regarding a customer's coverage. Do not charge the customer directly.
- 2 If you've attempted to contact the customer, but have been unsuccessful in doing so.
- 3 Notifying Agero of a GOA (*Gone on Arrival*)

+ Agero **WILL NOT** pay a GOA fee when:

- You cancel – for any reason
- There is any cancellation within the allowable grace period of the accepted dispatch
- If the job is cancelled after the initial ETA expires (*whether you or the customer cancels*)

+ Agero **WILL** pay a GOA fee when:

- You are not able to gain access to the vehicle
- Service is already complete upon arrival
- Service is unsuccessful. This will be indicated as a Terminal Status GOA or Terminal Status Unsuccessful in the job information in Swoop. (*Agero will then re-dispatch the proper equipment/service if needed*)

- 4 If you need to document any of the following changes:

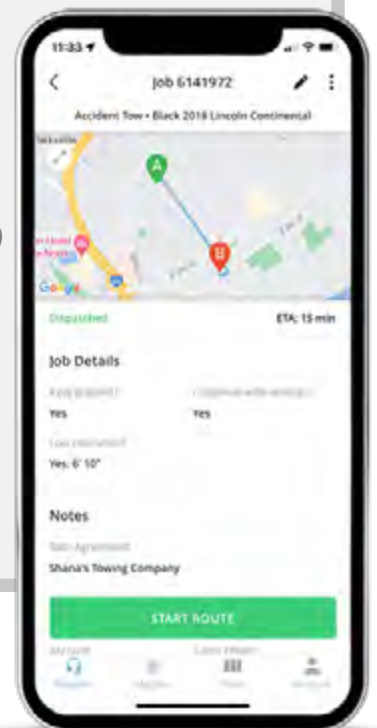
- + Change in the disablement location
- + Need to store the vehicle
- + Authorization of winching service more than 1/2 hour
- + Unable to complete the service
- + Extending the ETA
- + Change in equipment
- + You cannot perform the service

## IMPORTANT: TOW-TO LOCATIONS

Agero will provide you with a tow-to destination for the vehicle at the time of the dispatch. Please instruct your drivers not to offer any alternate destinations or personal opinions about the destination body shop, per your contracted terms and conditions.

If a customer requests a different tow-to destination than the one that was provided by Agero, **HAVE THE**

**CUSTOMER call their roadside hotline** (the number they called for roadside assistance through their insurance carrier or OEM warranty) to request the change. Note that changing the tow-to destination without alerting Agero, you are in violation of our [Terms & Conditions](#).



**NOTE:** When you chat or call back into Agero during a live event, you will be chatting with an Agero dispatch agent. Dispatchers do not have access to your account information, can't discuss or negotiate rates/territory with you, or change any of your profile information. For those types of inquiries, please reach out to the [Provider Advocate Group](#).



# Vehicle Handling

Accidents happen, but there are steps you can take to both protect yourself, and make the process easier:

**Any vehicle damaged while in your care** and custody is your responsibility. We strongly recommend that you properly inspect the condition of a vehicle prior to servicing.

**Any pre-existing markings or damage** should be identified to the customer. Photos of each point of damage must be attached to the Job ID. If a customer is not present, please contact Agero to report the damage at 800-541-2262, option 1.

**During tow events, your driver should have the dealership or service facility inspect** the vehicle and sign an acknowledgment of receipt when possible upon arriving at the tow-to destination.

**Agero has a Damages Team** that works on behalf of our clients and their customers. If you need to notify or contact the team, please email [damageteam@agero.com](mailto:damageteam@agero.com). If you fail to promptly resolve a damage incident, Agero may take action by debit, suspension, and/or termination of contract.

**If a damage complaint against your company is filed**, our Damages team will reach out to you. You will have 72 hours to complete the requirements asked of you, which include:



**You will have 48 hours to submit your documentation.**



A statement on how the dispatch is being billed.



A signed tow slip, if available, showing any pre-existing damage.



Any photos/videos taken at the disablement location.



The Driver's Questionnaire form completed, signed, and submitted back to us.

**NOTE: It is imperative** that your contact information be correct and up to date to receive complaint communications. Providers should **ALWAYS** utilize [DamageTeam@Agero.com](mailto:DamageTeam@Agero.com) when responding to or inquiring about a Damage Claim.

# Damages: Best Practices

Take pictures at both the disablement location and drop-off location and upload them to your dispatch app.

We recommend at least four pictures, documenting multiple angles of the vehicle. For battery jump starts, we also strongly encourage you to take photos of the battery before you perform service. Pictures benefit you in multiple ways, notably by making the damages review process quicker and potentially protecting you from fraudulent customer claims. Review our photo requirements and guidelines [here](#).

A waiver of liability signed by the customer does not in any way guarantee that you will be released from responsibility on account of negligence. For more details, please review our [Terms & Conditions](#).

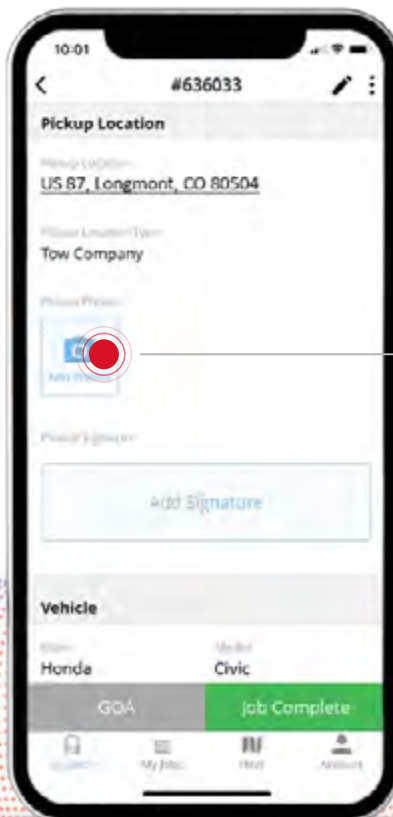
Notifying you of a damage complaint does not mean we are automatically holding you responsible. Our Damages team will do their due diligence to understand fault, and sending in the items requested of you in a timely matter with help facilitate a quicker response.

Do not allow customers to enter your workspace throughout the service. You will be held responsible for their safety should something happen.

Read through [this article](#) for more guidance on customer interaction.



Image Capture



# Performance and Code of Conduct

We'll be monitoring your in-territory performance in the below areas for your **Agero** jobs. In-territory is comprised of the zip codes you've agreed to service, listed in your profile. [Click here to learn more about the performance metrics we monitor.](#) Remember: our expectation is that you maintain 24/7 service hours.



## What We Monitor

THE METRICS THAT HAVE THE BIGGEST IMPACT ON THE CUSTOMER EXPERIENCE



### Acceptance Rate

The percentage of dispatches within your area that you accept.

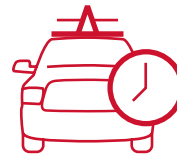
EXPECTATION: **95%**



### Location-based Tracking

The % of digital dispatches you accept where your driver has their GPS services enabled for the entirety of the job - from start to drop-off.

EXPECTATION: **90%**



### Average ETA

Your average estimated time of arrival across all accepted dispatches.

EXPECTATION: TOW: **60 MIN** | ROAD: **45 MIN**



### ETA Accuracy

The percentage of time you meet your given ETA across all accepted dispatches.

EXPECTATION: **95%**



### Reassigns

Jobs that are reassigned to another service provider (by you or us) after you originally accepted the job.

EXPECTATION: **<1%**



### Net Promoter Score

The likelihood of a customer recommending your service to a friend.

EXPECTATION: **80**



### Completion Rate

Jobs completed out of the number you accept, excluding those canceled by us or customers within the early cancel grace period.

EXPECTATION: **80%**



# Agero Community Guidelines

We look at our Service Providers as an extension of the Agero brand and of the client brands we serve, with customer experience being the number one priority for all parties involved. With this in mind, treating our clients, customers and employees with respect and professionalism is not only expected, but it is required in order to continue working with us.

Respect is an all encompassing term: it is not only about what you say in the presence of others, but it extends to every aspect of the service you provide. We strongly believe everyone should feel safe and supported when interacting with our provider community and we have strict guidelines to uphold provider behavior.

When you interact with customers on an **Agero** job you may meet people who look, act, think and speak differently from you. We require that you be respectful of those differences. Threatening and rude behavior, sexual misconduct, post-service contact, physical contact, discrimination, property damage, vehicle withholding, and egregious billing behavior will not be tolerated under any circumstances.

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*As much as we expect respectful and professional behavior of our network, we expect the same of our clients, customers and employees in interacting with you.*

*If you are threatened, harassed or otherwise treated in an unsanctioned or illegal way, please contact the Provider Advocate Group immediately.*

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## Threatening and rude behavior:

Aggressive, confrontational, and harassing behavior will not be tolerated. Providers must not use language or make gestures that could be interpreted as disrespectful or threatening. Refrain from bringing up sensitive personal topics like religion and political beliefs in the presence of customers. Always err on the side of caution by engaging in light, casual conversation, rather than provocative dialogue with customers or others.



## Agero Community Guidelines continued

### Sexual misconduct:

Sexual assault and misconduct of any kind is strictly prohibited and will result in your immediate removal from our network and possible legal action. Sexual assault and misconduct refer to sexual contact or behavior without explicit consent from the other person involved.

Personal space and privacy is valued to most people above all else and is always to be respected. While we want you to engage with customers conversationally, it's critical to remain respectful while doing so. Providers should not under any circumstances comment on appearance (positively or negatively), sexual orientation, ask about someone's relationship status, or invite someone out socially. Making explicit comments, gestures, using slurs, saying graphic or suggestive things to customers will also not be tolerated.

### Post-service contact:

All customer information, including phone numbers, vehicle details, VINs, etc. is subject to the contract between the Provider and Agero and is confidential information. These details may only be used in the provision of the requested services and for no other purpose.

- + **Do not contact a customer after the job is complete.** Unwanted contact including but not limited to: texting, calling, visiting, reaching out on social media, or visiting someone in person after a service or delivery has been completed can be seen as harassment and will not be tolerated.
- + **Do not share any unnecessary contact information with customers.**
- + **Do not attempt to contact the customer directly or revisit their drop off location.** You should only contact a customer after the service is complete in service-related situations. For example, a customer left behind something in your vehicle.
- + **Do not reach out to customers questioning NPS/survey score, etc.**

### Physical contact:

Under no circumstances should any customer be touched without their consent. Limited exceptions are permitted for people who require or request physical assistance (for example, customers who may need a bit of help getting into and/or out of a vehicle). Hurting or intending to hurt any customer will not be tolerated.



Providers should not under any circumstances comment on a customer's appearance.

## Agero Community Guidelines continued

### Discrimination:

It is imperative that customers feel safe and welcome in the company of service providers. We do not tolerate racist or discriminatory behavior.

Do not discriminate against or act in a derogatory manner toward someone based on traits including but not limited to skin color, disability, age, gender identity, pregnancy, national origin, race, marital status, ethnicity, religion, sexual orientation, language, geographical location, or any other characteristic protected by law.

Refusing or canceling services due to a customer's legally protected traits is not allowed. Agero takes reports of discriminatory behavior very seriously. Any providers found to have engaged in discriminatory behavior or used discriminatory language will be removed from the network and banned from taking any future Agero calls.

### Property damage & vehicle withholding:

Damaging or withholding property is never allowed. This includes but is not limited to damaging a vehicle intentionally, breaking or vandalizing a customer's property, intentionally spilling food or drink on/around customers or their vehicle, smoking while on scene or transporting customers, or damaging a dealer or repair facility's premises. Holding a customer vehicle hostage or refusing to release a vehicle to a customer or Agero will not be tolerated under any circumstance. If you damage property or withhold a vehicle, you will be held responsible for the cost of the damages related to the situation, and depending on the circumstances, Agero may take additional actions such as removing you from the network, reporting your actions to law enforcement, and taking legal action.

### Egregious billing behavior:

Do not engage in egregious billing behavior. Egregious billing includes but is not limited to requesting a "virtual credit card" (VCC) payment instead of accepting the job at your contracted rate, requesting payments from customers (except when instructed to do so in the dispatch), and repeatedly adding unnecessary or non-dispatched services to the job/invoice without prior consent from dispatch agent.



If you  
damage property  
or withhold a  
vehicle, you will  
be held  
responsible.

## To best position your business and team for success with Agero you'll need to:

- 1 Keep a close eye on the Performance Metrics that have the biggest impact on customer experience, including: Completion Rate, Acceptance Rate, Average ETA, ETA Accuracy, Net Promoter Score, Location Based Tracking, and Reassigns. All of this data can and should be monitored in the Insights Dashboard within Swoop.
- 2 Be courteous and polite to all customers: Best practice is always to provide the level of care and respect to customers that you would hope someone else would provide to your family or friend if they were the customer in need of help. You are representing our clients' brands.
- 3 Keep your service vehicles and team members well maintained, equipped, and labeled at all times: Drivers should wear the appropriate safety gear and uniforms. The trucks/service vehicles you use should be easily identifiable by customers.

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*If you or your employees engage in any of the above unacceptable behaviors, Agero reserves the right to both ban the driver/employee from servicing future Agero customers, and/or remove your business altogether from the network and from taking any future Agero calls. In certain circumstances, Agero may elect to report your actions to law enforcement and/or take legal action.*

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# Grow with Agero

Looking for additional volume? [There's no secret formula to earning more business.](#) Our systems are optimized to find the best provider for that job, and that's based on quality, exceptional performance, competitive pricing, optimal location, and capacity. Your volume may be impacted if your performance quality starts slipping, you begin regularly adding charges on top of your contracted rates, or your rates are no longer competitive in the market. How do you know where your opportunities are? We have provided you with all the data and insights you need to raise your business with us to the next level.

## Insights Dashboard

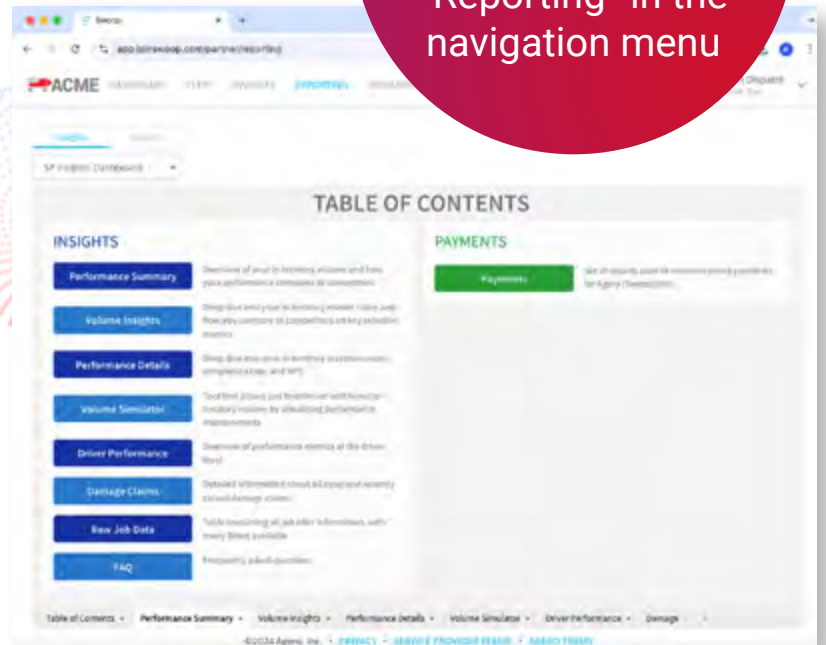
The Insights Dashboard in Swoop is the **ONLY** place to view your performance.

- + **ANALYZE** detailed metrics on acceptance rate, rejection rate, completion rate and NPS to understand how you are handling the jobs offered to you.
- + **COMPARE** your costs and quality performance with other providers servicing customers in your area to understand the market and stay competitive in the selection process.
- + **MONITOR** individual driver performance and detailed insights into damage claims each in their own comprehensive views to optimize business operations and keep finances in check.

[Watch our webinar](#) or [visit our info hub](#) to learn more about how to use the Insights Dashboard to your advantage.

No other provider shares this type of performance information. Don't let it go to waste.

Log into  
**SWOOP**<sup>®</sup>  
then click  
"Reporting" in the  
navigation menu



## Keep in Mind:

- + **YOU ARE EXPECTED** to consistently meet the service levels in your contract and for all enabled service types.
- + **WE MONITOR** *in-territory* performance. Only accept out of area calls if it makes sense to do so based on your contracted rates. Rejecting out of area calls will not count against your in-territory performance. More detail on page 13.
- + **IF AT ANY POINT YOU'D LIKE** to adjust what zip codes are in your territory, please reach out to the [Provider Advocate Group](#).
- + **YOUR ACCEPTANCE OF ANY AGERO DISPATCH** binds you to our Terms and Conditions, including any supplemental notifications you may have acknowledged via [Swoop](#).

# Network Removal

Per our terms and conditions, there are certain offenses which can result in removal from our Network. Examples of offenses that may result in removal include:

- 1 Refusing to release a customer's vehicle for any reason whatsoever.  
+ Keep in mind: Agero reserves the right to debit your account even after the dispute is resolved.
- 2 Poor customer feedback.
- 3 Serious legal escalation or customer escalation.
- 4 Consistent poor performance.
- 5 Egregious billing behaviors or abuse of payment terms, for example:  
+ Requesting a VCC payment instead of accepting the job at your contract rate on a Job ID.
- 6 Agero agent or employee harassment, abusive behavior, threats, or bribery.
- 7 Numerous damage vehicle complaints from customers.



If you  
see something  
inappropriate  
feel free to  
contact us.

# Billing Guide

## Billing Rules for **Agero** Jobs

Regardless of service type, the following rules apply:

- 1 All payments must be submitted within 60 days from the date of service.
- 2 If you have a dispute on any payment amount, on any invoice, you must submit a ticket to the Provider Advocate Group within 30 days of original payment.
- 3 If your invoice is rejected by our Billing team, you must address any issues and resubmit the invoice within 30 days of the rejection date. View our Billing Video for guidance.
- 4 Check runs are twice weekly, Tuesdays and Thursdays. Invoices should be submitted by Sunday 11:59pm EST to be included in the Tuesday run and Tuesday 11:59pm EST for the Thursday run.
- 5 All invoices edited with additional charges outside of contracted base rates require photo evidence of need and are subject to review by our billing team. Review our additional charge photo requirements [here](#).
- 6 Any and all additional services must be approved by a dispatch supervisor at the time of dispatch and applied to the original invoice. Splitting services across multiple invoices is not permitted and may result in termination of your account. Services without the appropriate approval will not be paid. Additionally, the amount agreed upon during dispatch may be subject to review and paid at a different rate if the amount is deemed egregious.
- 7 We have the right to exempt you from being paid on charges (equipment, services, etc.) added to your invoices if we see continuous examples of adding items outside of your contracted rates.
- 8 If you accept a dispatch from Agero, you must abide by the rates on your rate agreement and not negotiate rates with the Agero dispatcher, even if the disablement location is out of your area.
- 9 You are not to ask for a virtual credit card (VCC) payment on any job. We only honor VCCs for advanced payouts on secondary tows.
- 10 If we have you towing the vehicle out of your own storage lot, your contracted storage rate should be applied to the Job ID. In these situations, the storage release payment is not considered an Advance Charge and will not be paid by VCC.
- 11 All rates and charges set forth in your fees are deemed inclusive of any applicable taxes, duties, and assessments ("Taxes"), unless they have been separately and clearly itemized on your submitted invoice. You are responsible for all Tax payments to the relevant authorities related to your services.

**Set yourself up  
for success  
by following these  
important rules.**





## How to Submit **Agero** Invoices

All jobs – regardless of the dispatching tool you use – must be billed directly on the Swoop platform:

- 1 Click the **Invoices** tab on the upper left-hand side of your dashboard.
- 2 All invoices in the **New** tab are outstanding.
- 3 Submit these invoices by selecting **Approve**.

If you need to edit a invoice prior to sending it for payment, click the pencil icon on the individual invoice and select the appropriate additional invoice line item and the coordinating dollar amount. Remember, you must submit invoices within 60 days of the date of service.

### Reconciling Payments In Swoop:

- + Go to the **Invoices** tab, then click on **Sent**.
- + Search by **Job ID#**.
- + Once you verify that the job was paid, you can select **Mark Paid**, which will move the invoice over to the **Done** tab.

| Job ID  | PO | Created Date   | Account   | Service      | Job Status | Payment Type | Alerts | Total     | Balance    | Status    |  |
|---------|----|----------------|-----------|--------------|------------|--------------|--------|-----------|------------|-----------|--|
| 5846801 |    | 02/23/23 09:24 | Swoop     | Tow          | Completed  |              |        | \$ 68.00  | \$ 0.00    | Sent      |  |
| 5705385 |    | 02/07/23 11:37 | Swoop     | Tow          | Completed  | Covered      |        | \$ 100.00 | \$ 0.00    | Sent      |  |
| 5679933 |    | 02/03/23 12:29 | Swoop     | Tow          | Canceled   |              |        | \$ 40.00  | \$ 40.00   | Sent      |  |
| 5137722 |    | 11/30/22 19:06 | Swoop     | Tire Change  | Canceled   |              |        | \$ 4.00   | \$ 4.00    | Sent      |  |
| 5137947 |    | 11/26/22 19:00 | Swoop     | Tire Change  | Canceled   |              |        | \$ 15.00  | \$ -35.00  | Sent      |  |
| 6090600 |    | 10/26/22 10:35 | Cash Call | Accident Tow | Canceled   |              |        | \$ 50.00  | \$ 50.00   | Mark Paid |  |
| 2866421 |    | 04/15/22 09:43 | Swoop     | Tow          | Canceled   |              |        | \$ 0.00   | \$ -100.00 | Sent      |  |
| 2803278 |    | 04/05/22 10:19 | Swoop     | Battery Jump | Reassigned |              |        | \$ 82.00  | \$ 82.00   | Sent      |  |
| 2394880 |    | 01/26/22 17:35 | Swoop     | Battery Jump | Canceled   |              |        | \$ 32.00  | \$ 32.00   | Approved  |  |

**NOTE:** You have to **manually mark invoices as paid in the Swoop app**. They will not automatically move over to the Done tab even if you see that they have been paid.

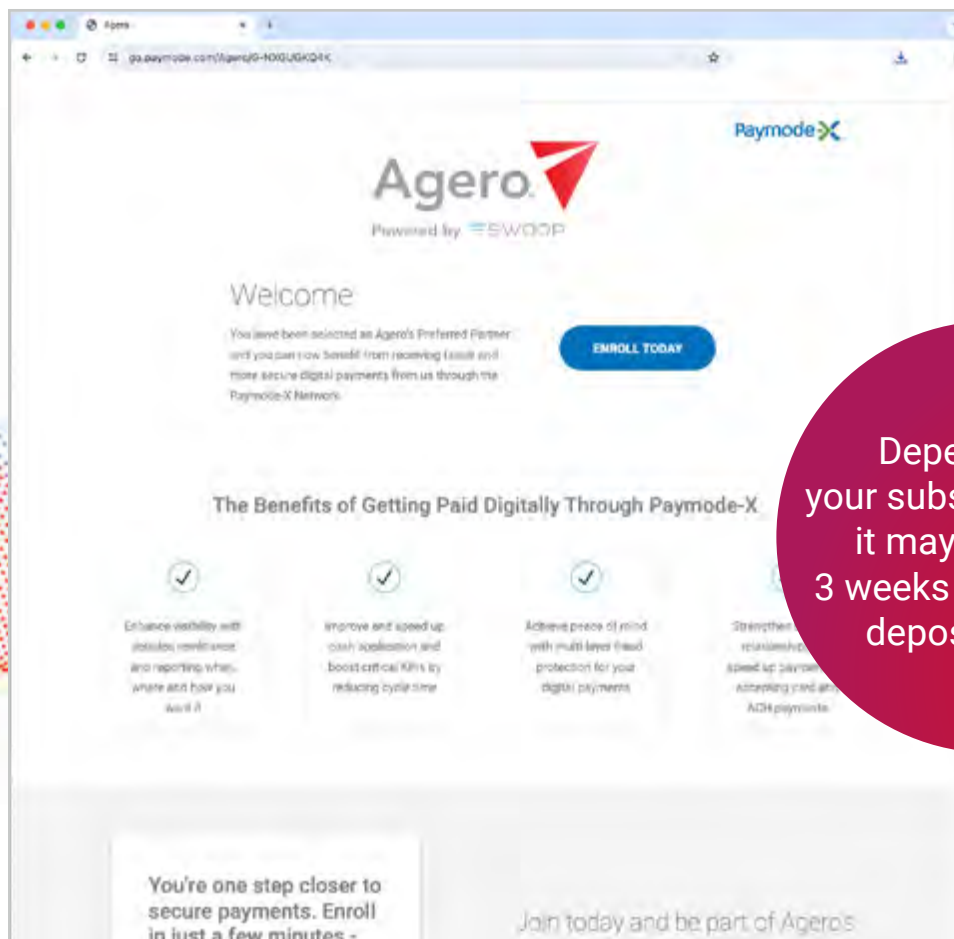
# Direct Deposit Enrollment

Agero's payment process is both efficient and secure through direct deposit with Bank of America's Paymode-X. To enroll in direct deposit, follow the instructions listed in the email sent directly to you from Paymode-X.

Providers have two subscription types to choose from:

- + **Basic**, which is 100% FREE. To enroll, you will receive an email directly from Paymode with your personalized promo code and enrollment link. If you do not receive this email within the first two weeks, please contact the [Provider Advocate Group](#).
- + **Premium**, which provides various benefits for a 1.5% per-deposit fee (see details and enrollment information here: <https://go.paymode.com/Agero/G-NXGUGKQ4K>).

Make sure you have your Tax ID handy. If at any point your Tax ID changes, you'll need to inform Agero and Paymode-X of the new number to avoid billing delays.



If you need assistance call toll free 1-800-331-0974.

Depending on your subscription type, it may take up to 3 weeks before direct deposit begins.

**NOTE:** You will be paid by paper check until your direct deposit is established, which may take 2–3 weeks. After that, jobs will be paid via individual direct deposits twice-weekly. You can view the checks sources on AgeroSupport via the Billing tab and then View Checks.

# Accident Management Billing Instructions

For a comprehensive Accident Management overview, please access our [AM Handbook](#).

For any inquiries or changes that need to be made to an active accident PO, contact the



Accident Dispatch Line:  
**866-359-5425**



Chat with a live agent:  
[app.joinswoop.com](http://app.joinswoop.com)

## When are AM rates applicable?

- + Accident Scene Towing jobs will appear in Swoop dispatches under the label Accident Tow (P).
- + Rates are only for services designated as priority by the dispatcher at the time of service.  
You will only be eligible for your rate if you **GIVE and MEET** a 30-minute ETA or less.
- + Always provide your best ETA, no matter what.
- + In order to secure service, Agero Dispatchers will sometimes accept ETAs greater than 30 minutes.  
In the event an ETA of over 30 minutes is accepted, only light duty rates will apply.
- + If an Accident Tow (P) job will require more than 1 hour of working time on scene, please call the AM vendor hotline or notify the AM SP chat team prior to beginning the work.
- + In the event a vehicle needs to be brought back to storage, contracted storage rates will apply.
- + All tow out invoices will be paid at light duty rates as an expedited ETA is not required.
- + In the event another party picks up the vehicle from your facility, **DO NOT** charge them the first tow fees that should be billed on your invoice. **DO NOT** offer alternative locations. **DO NOT** collect payment from repair shops, salvage facilities or any other party associated with this tow.





# Secondary Towing with Payout Billing Instructions



Your responsibility will be to deliver these vehicles from an impound or storage yard to a designated body shop. You will be asked to advance funds in order to release the vehicle.

Our agents will refer to these calls as “secondary tows with payout” and you will receive these dispatches via phone.

- + Agero will prepay you for advance charges with a virtual credit card (VCC). These funds should be used to bring cash or a check to the storage yard to release the vehicle on our behalf.
- + Since we are pre-paying for the advanced charges, you will only need to bill us for a Light Duty tow within Swoop using the Job ID that was issued at the time of dispatch.

**Note:** If we have you towing the vehicle out of your own storage lot, your contracted storage rate should be applied to the Job ID. In these situations, the storage release payment is not considered an Advance Charge and will not be paid by VCC.

## STEP 1

Receive job dispatch from an Agero agent and confirm ability to advance funds to storage lot.



## STEP 2

Obtain VCC number, Job ID and Job Details from agent.



## STEP 3

Cash out VCC funds at the bank, bringing payment to the storage lot.



## STEP 4

Acquire released vehicle and proceed with tow as outlined in Job Details.



## STEP 5

Invoice job as Light Duty tow according to your usual rates.



## STEP 6

Receive payment as part of Agero's Tuesday/Thursday check run cycle.



**Need help while on the job?** Chat with us 24/7 at [app.join swoop.com](https://app.join swoop.com). Have the 8-digital Job ID at hand.

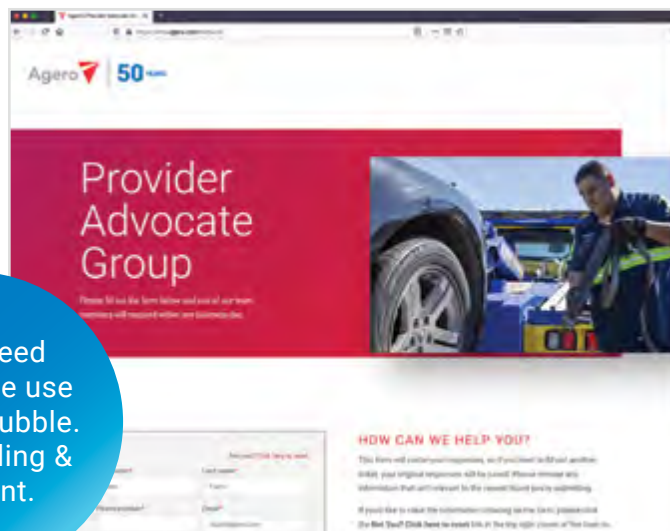
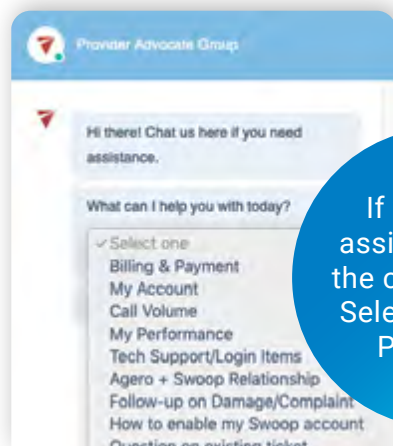
**REMINDER:** Any provider interested in doing Accident Management work must complete a 90-probationary period handling just core roadside work before being considered for these jobs.

## Billing Questions

Contact PAG:  
[info.agero.com/network](https://info.agero.com/network)

## Billing Discrepancies

If you've noticed an error in payment on a job, please submit a ticket to the [Provider Advocate Group](#) for review.



If you need assistance use the chat bubble. Select Billing & Payment.

## Mailing Invoices

We recommend submitting your invoices digitally whenever possible, but if you need to physically mail your invoice in, you must include: *Vendor ID, VIN, Vehicle's Odometer Reading, Miles to Site or Port to Port Hours, Additional Charges such as taxes, fuel for delivery etc., Invoice #, and Additional Information.*

**Agero**

Attn: Service Provider Invoicing  
P.O. Box 9139  
Medford, MA 02155

## Tax Filings

Please keep track of all payments throughout the year and make sure that we have your most current mailing address to ensure proper receipt of all necessary documents at tax time. If the name of your company and/or tax ID number changes, contact the [Provider Advocate Group](#) with an updated W-9 as quickly as possible to avoid tax issues at the end of the year. Please be sure to itemize tax on each invoice or it won't be allocated correctly.

Make sure we have your current mailing address and ID # during tax season!

# Agero Payment Rules by Service

## Tow Equipment Class

- + Agero will **ONLY** pay for the equipment type dispatched, based on the customer's vehicle class. Specifications are listed below:

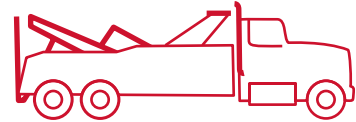


### • Light Duty



### • Medium Duty

- GVWR in excess of 10,000 lbs, or 21+ feet in length



### • Heavy Duty

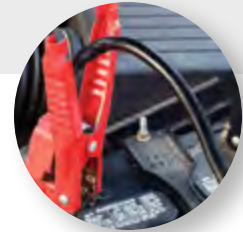
- GVWR in excess of 20,000 lbs, or 31+ feet in length

- + If service cannot be completed with the dispatched equipment, you must call Agero dispatch for authorization.

## Unsuccessful Jump-starts



- + If the jump-start is unsuccessful and the vehicle needs to be towed, please call Agero dispatch back for authorization. If you are able to provide the service, then we'll issue you a second invoice for the tow. The first invoice will be paid according to your GOA rate, as an unsuccessful service.



## Locksmith Services

- + Agero will **NOT** pay for the cost of the key or labor for drilling, etc. unless you are informed at the time of dispatch that the customer's roadside program covers these costs.



## Tire Changes



- + If the locking lug nut key is missing and the vehicle needs to be towed, please call Agero dispatch back for authorization. If you are able to provide the service, then we'll issue you a second invoice for the tow. The first invoice will be paid according to your GOA rate, as an unsuccessful service.
- + Agero will **NOT** pay additional fees for putting air in customers' tires.





## Agero Payment Rules by Service continued

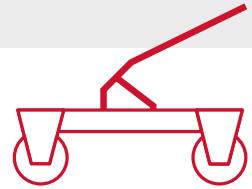
### Winching Services

- + You must call Agero dispatch for authorization if winching service on a tow takes longer than a ½ hour.
- + Winching is billed in ½ hour increments, unless it is a winch-only invoice, then it's billed in one-hour increments.
- + We will only consider payment for Winching Services when used for Vehicle Recovery - the specific purpose of pulling the vehicle out of a ditch, snow, mud, water, or any other substance that renders the car inoperable.



### Dollies/GoJaks/Skates

- + Agero will pay one dolly/GoJak/skate fee per event when dolly/GoJak/skates are required (even if multiple dolly/GoJak/skates are used).
- + Agero will NOT pay for dollies if they are a substitute for a flatbed request.



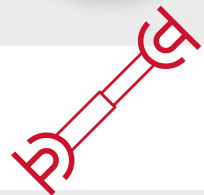
### Fuel Deliveries

- + Not all clients cover the cost of fuel. Agero dispatch will advise of customer coverage limit.



### Disconnecting the Driveshaft

- + Agero will pay for driveshaft removal (per your rate agreement) if you are not on an hourly payment schedule. Driveshaft removal is part of the hourly rate for medium and heavy duty service.



### Storage

- + Agero will pay for storage if vehicle cannot be delivered because the tow-to location is closed, only if the customer is covered for the cost of storage.
- + Agero will only pay one storage fee per 24-hour period.



**NOTE:** If at any time you have questions on how to service any vehicle visit [info.agero.com/blueprint](https://info.agero.com/blueprint) for FREE comprehensive videos and tip sheets on a number of different OEM brands. Photo evidence is required to substantiate most additional charge requests. Review requirements [here](#).





This handbook sets Agero's contracted Services Providers up for success with all of Agero's systems and programs. This handbook identifies Agero's policies and procedures and should be used as a guide for what to expect (*and what we expect of our Service Providers*) as part of Agero's Network. Agero reserves the right to modify this handbook at any time. The handbook can be regularly accessed on AgeroSupport.

