

RoadsideAID

Actionable roadside insights to build stronger customer relationships

The Roadside Agent Insights Dashboard (AID) is custom-built by Agero to give you full visibility into your policyholders' Emergency Roadside Service (ERS) events. Proactively track customer experiences, spot outreach opportunities, and strengthen policyholder retention—all from one central hub.



Benefits



Program Transparency

Insights into ERS customer experience for your policyholders and your state.



Real-Time Visibility

Directly connect your customers with support and monitor active events in real-time.



Turn Feedback into Growth

Use event details and customer comments to proactively follow up for Google reviews, referrals, or additional coverage.



Agent Support

Quick easy access to support through a built-in Help Center or through the Agero support team.

The Roadside Impact

“State Farm has always given great service and protection benefits that makes life a little easier when misfortunes happen.”

- Customer

1 IN 2

DRIVERS

WILL HAVE A
ROADSIDE EVENT
EVERY YEAR*

ONLY

1 IN 5

DRIVERS WILL USE
THEIR ROADSIDE
COVERAGE DURING
AN EVENT*

STATE FARM CUSTOMERS
ASSISTED BY AGERO

92%

STRONGLY
RECOMMEND
THE SERVICE

(2025 data)

AGERO ROADSIDE
COVERAGE PROGRAM
CUSTOMERS HAD A HIGHER
RENEWAL RATE

2X

MORE LIKELY
TO RENEW

VS CUSTOMERS
WHO CONTACTED A
PROVIDER DIRECTLY*

“I like the dashboard that provides specific data on recent customers who have used the service and seeing all 10's! Keep up the good work!”

- Agent, NC

Roadside Agent Insights Dashboard

Policyholder Metrics

View aggregate ERS customer experience metrics for *your* policyholders

State-level Metrics

See how your metrics compare to all policyholders in your state

Help Center

Quickly and easily learn more about Roadside AID and ERS

Filters

Filter data by customer experience or by date range

Notifications

Opt-in to email notifications for recently completed jobs and surveys

Digital Service Request

Initiate Roadside Service Requests for your policyholders

Performance Breakdown

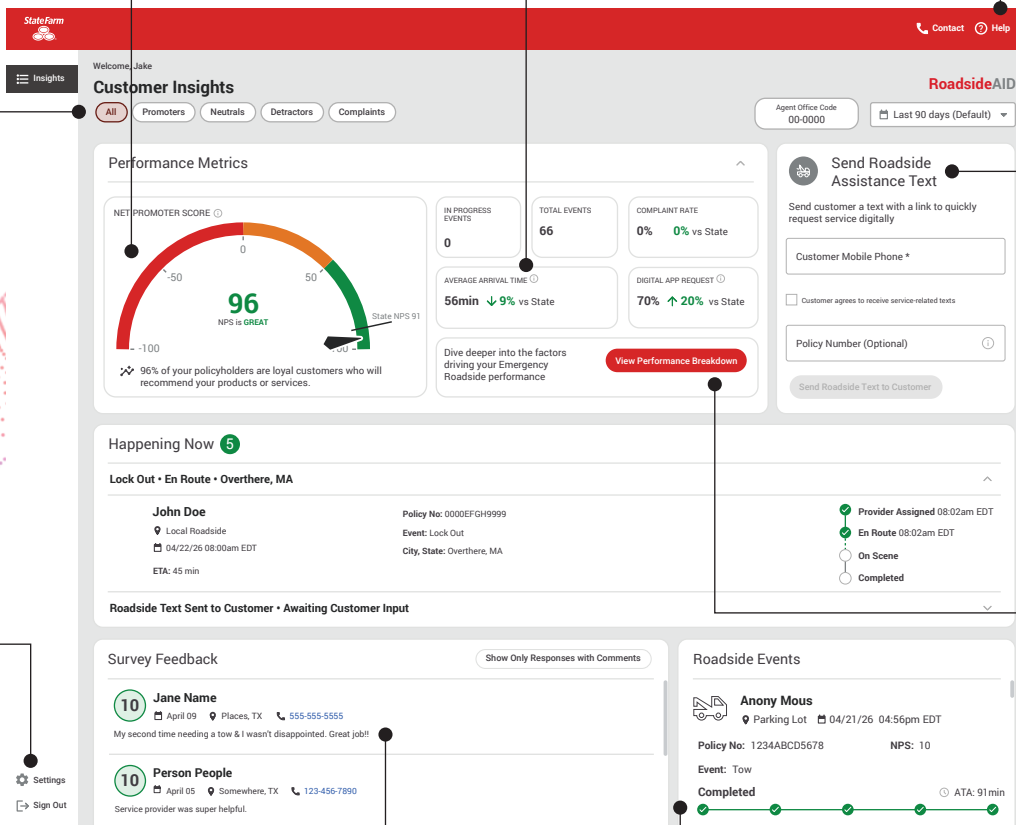
Access detailed metrics like service type, volume breakdown and performance over time

Activity Feed

Track real-time event details, including customer contact info, location, and service type

Verbatim Comments

Read actual customer comments left in post-event surveys



Log in at aid.agero.com

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.**