

State Farm

Emergency Roadside Service

Backed by the best network of service providers and cutting-edge technology from Agero, ERS is the fastest and safest roadside solution for your customers.

Best-in-Class Roadside

Fastest Response Times in the Industry

Service providers arrive on the scene within 46 minutes on average, faster than comparable carriers.

Most Reliable Service Provider Network

Service providers in Agero's network are background checked, certified and must meet rigorous performance standards.

Consistent Service Quality Across All Markets

Service times and customer satisfaction scores are consistent across all markets, regardless of size or location.

Best Experience is on the Mobile App

Customers can request support instantly on the mobile app, receive real-time updates and track their driver's ETA.

The Roadside Impact



Improved Customer Loyalty

Customers that use roadside are twice as likely to renew their policy.



Upsell & Cross-Sell Opportunities

Turn positive roadside moments into opportunities for a policy review.



Positive Online Reviews

Ask your highly satisfied customers to leave a business review for your agency.



Business Growth through Referrals

Roadside promoters are a great source of referrals to friends and family.

Coverage Benefits

- + **Towing a stuck or disabled vehicle** (not related to an accident) to the nearest qualified repair facility plus 10 miles
- + **Jump starts, tire changes** and other onsite mechanical fixes (Including 1 hour of labor)
- + **Delivery of fuel, oil or battery**, and replacement tire (subject to availability)*
- + **Locksmith** (1 hour of labor)*
- + **Winching** (if service can be performed safely within 10' from a paved road)
- + **Pre-paid, one-time use Lyft voucher** (up to \$30 and valid for 24 hours for qualified State Farm policyholders) to help customers that require a tow to reach their destination.

*Cost of tire, fuel, battery, keys, and other parts are not included

How should a customer request roadside assistance when they need it?

For the best service, customers should request roadside assistance through the State Farm mobile app. Customers that don't have the app can text "mobile" to 42407 and a link to download the app will be sent to their mobile device. Customers that prefer to speak to a representative call 877-627-5757 to submit a service request via telephone.

What if my customer calls me to get roadside assistance?

The digital roadside request feature on the Roadside Agent Insights Dashboard (aid.agero.com) allows you to send a roadside assistance SMS to your customer's mobile device so they can begin their request immediately online while you remain on the phone with them. You'll immediately see the request on the dashboard and can monitor the event from there.

How long will it take to get my customer roadside help?

Rest assured your customer is getting the fastest service possible. State Farm customers' wait time is two minutes faster than other comparable carriers and State Farm is the only carrier that has been under 48 minutes consistently since the start of 2024.

I'm concerned that my customer will not get the best service through ERS.

State Farm's ERS program includes Command Center which provides real-time monitoring of every event to identify potential hiccups in roadside service and flags at-risk jobs for escalated support, ensuring the best possible customer service, experience, and outcome during challenging cases.

All I hear is complaints about ERS service.

State Farm's complaint rate is less than 1%, which signals strong performance of the program and high levels of overall customer satisfaction. To see how well we're performing for your customers, visit the Roadside Agent Insights Dashboard (aid.agero.com) for your net promoter score (NPS) and customer verbatim feedback.

You can proactively see the NPS score each customer submits in real time with event notification emails. Simply opt-in to receive notifications under Settings in the Roadside Agent Insights Dashboard.

What happens when there is negative customer feedback?

Agero's Winback team will follow up with customers who have given a score of 6 or below on the post event NPS survey to understand what went wrong and try to make it right; ultimately restoring customer trust following a challenging event and maintaining high overall satisfaction levels for State Farm customers.

How can I help my customer during a roadside event?

Agents, team members, and sales leaders have a direct support portal in the Roadside Agent Insights Dashboard. Simply visit (aid.agero.com) and log in using their full State Farm email address.

To get assistance on a live event or request a receipt, our support team is ready to assist you. Simply log in to the Roadside Agent Insights Dashboard (aid.agero.com) and click on "Contact".

What if I want to use a preferred service provider that I know?

Agero's network of service providers are the most highly-vetted in the country. Each provider must pass our rigorous background checks and maintain high service performance levels to be in good standing. If your preferred service provider qualifies, we'd love to add them to our network. You can refer a provider to Agero through Roadside Agent Insights Dashboard (aid.agero.com) via the 'Contact' section.