

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.