

Progressive® Insurance at your service: nine new Service Centers opening in 2013

Service Centers provide fast and hassle-free claims service to customers

MAYFIELD VILLAGE, Ohio — May 13, 2013 — In 2013, Progressive® Insurance will open nine new Service Centers across the country, taking the total count to 63. Progressive is the only insurance provider with dedicated, wholly-owned Service Centers offering guaranteed repairs to customers who have a claim. Customers who choose a Progressive Service Center to manage their repairs get their vehicles back an average of four days faster than those who go elsewhere.

To make this service available to even more people, Progressive will open locations all over the country in 2013:

- Silver Spring, Md.
- Malvern, Pa.
- South Plainfield, N.J.
- Pasadena, Calif.
- La Vista, Neb.
- Westwood, Mass.
- Dayton, Ohio
- Sacramento, Calif.
- Baton Rouge, La.

"Nine out of 10 customers who've used a Service Center to manage their repairs would recommend Progressive to a friend or family member," said Tricia Griffith, claims group president at Progressive. "Opening these additional facilities enables more customers across the country to take advantage of our best customer repair process."

The friendly Progressive employees at the Service Centers coordinate the entire repair process from start to finish, making it easy. Customers simply drop off their vehicle at the facility, which has the option to get a rental car onsite. Progressive guarantees all repairs for as long as a customer owns or leases their vehicle, even if they move to another state.

"This service is especially important for our commercial auto small business customers who rely on vehicles to keep their business going," continued Griffith. "If a contractor or landscaper can't get to their client's site, it hurts business. Getting our customers back on the road is important to us, and our Service Centers provide a unique and convenient way of processing claims and repairs."

Service Centers are about more than managing the claims repair process from end-to-end. Progressive Service Centers are also used for community events such as car seat safety checks, blood drives and Recycled Rides®, a National Auto Body Council program where Progressive works with local body shops to donate refurbished cars to families who need them. Customers can locate their nearest Service Center at <http://claims.progressive.com/> or by calling 1-800-PROGRESSIVE.

About Progressive

The Progressive Group of Insurance Companies makes it easy to understand, buy and use auto insurance. Progressive offers choices so consumers can reach us whenever, wherever and however it's most convenient for them — online at progressive.com, by phone at 1-800-PROGRESSIVE, on a mobile device or in-person with a local agent.

Progressive offers insurance for personal and commercial autos and trucks, motorcycles, boats, recreational

vehicles and homes. It's the fourth largest auto insurer in the country, the largest seller of motorcycle insurance and a leader in commercial auto insurance. Progressive also offers car insurance online in Australia at <http://www.progressiveonline.com.au>.

Founded in 1937, Progressive continues its long history of offering shopping tools and services that save customers time and money, like Name Your Price®, Snapshot®, and Service Centers.

The Common Shares of The Progressive Corporation, the Mayfield Village, Ohio-based holding company, are publicly traded at NYSE:PGR.

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