

Keynote recognizes Progressive® Insurance for the 24th time as premiere insurance carrier website Progressive.com consistently optimizes solutions to consumers' Home and Auto insurance needs

MAYFIELD VILLAGE, Ohio — March 17, 2015 — Keynote®, the global leader in digital business optimization, once again recognized Progressive.com as the best site among all of the leading insurance carrier websites, a position it has continually maintained since 2004.

The Progressive Group of Insurance Companies has topped the list for 24 of the last 25 scorecards since 2000, demonstrating excellence in the highly competitive insurance space. The Keynote Insurance Scorecard recognized the site for continuing to push forward with mobile delivery using responsive design. Progressive has also made a variety of enhancements to its user interfaces, improving claim and repair tracking processes and adding online chat to support customers accessing the carrier's secure site.

"We continue to be proud of our top ranking on the Keynote Scorecard, but this win is particularly rewarding because we've completely redesigned Progressive.com to make it as intuitive as possible for our Home and Auto customers," said Progressive's Acquisition Leader, Pat Callahan. "The beauty is in the simplicity. The site is cleaner, more inviting and optimized for all digital platforms. On the mobile side, our app has enhanced features for paying bills, reporting claims and requesting roadside assistance."

Keynote reviewed websites and interviewed company representatives from well-known insurance companies for its Scorecard. Sites were then ranked in order of how well they met industry-specific criteria as well as performed specific functions. A critical direction this year for insurance carriers is the "mobilization" of the customer and prospect experience.

Progressive's areas of note include:

- Flexibility for people on the move. Our mobile offerings enable shoppers to quote, buy and sign their documents all via a smartphone or tablet
- Claim and repair tracking processes and adding online chat to mobile
- Speed of quoting with the exclusive ability to Name Your Price®
- Ease of bundled quoting through simultaneously quoting Home and Auto insurance
- Personalized Prices—our Snapshot® program gives safe drivers the chance to earn the lowest rate they deserve

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 it whenever, wherever and however it's most convenient—online at progressive.com, by phone at 1-800-PROGRESSIVE, on a mobile device or in-person with a local agent.

Progressive also offers insurance for personal and commercial autos and trucks, motorcycles, boats, recreational vehicles, as well as home insurance through select carriers. 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, trade publicly at NYSE:PGR.

About Keynote

Keynote is the global leader in cloud-based testing, monitoring and analytics for mobile and web, optimizing the value of every digital interaction, enhancing user experience and driving business value through online performance.

The company runs the world's largest cloud testing, monitoring and analytics network in the world and collects over 700 million mobile and website performance measurements daily. In 2012 Keynote, a Thoma Bravo portfolio company, was recognized by Forbes Magazine as "One of the Best 100 Companies in America."

<https://progressive.mediaroom.com/2015-03-17-Keynote-recognizes-Progressive-R-Insurance-for-the-24th-time-as-premiere-insurance-carrier-website>