

Progressive® Evolves Service Centers To Better Meet Customers' Needs

MAYFIELD VILLAGE, Ohio. (January 11, 2018) – Progressive is making some exciting changes to improve the convenience of its claims experience while supporting the double-digit growth in its personal auto business.

In the coming months, Progressive will change the way it uses its Service Center facilities. The company's 68 Service Centers will stop being a drop-off/pick-up point for customer vehicles. Current shops that support their local Service Centers will be invited to transition to the Progressive network of approved repair facilities. This decision to evolve the Service Centers is in response to shifting customer preferences and fast-paced environmental changes. This evolution will give customers choosing to have their vehicle repairs managed through Progressive the option of dropping off their vehicle at one of nearly 3,000 Progressive approved shops that deliver customer service and repair quality consistent with the Service Center experience.

"I'm proud of our Service Center history and the millions of customers we served through that process. We've evolved our Service Center model over the years to make sure we're doing the best job we can to meet our customers' needs, and that evolution continues with this most recent change," said Mike Sieger, Progressive Claims President. "We'll have an even broader network of shops in more locations for customers to choose from, and we'll continue to provide high-quality customer service and claims handling experiences."

Thanks to continued significant growth of Progressive's business, all Service Center employees will be offered claims jobs, and most Service Centers will remain regional claims offices. This will enable Progressive to continue maintaining a local presence in the communities where it does business.

Progressive's limited lifetime guarantee, offered on all covered repairs completed through Network shops, will continue to apply.

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 - online at [progressive.com](#), by phone at 1-800-PROGRESSIVE, on a mobile device or in-person with a local agent.

Progressive provides insurance for personal and commercial autos and trucks, motorcycles, boats, recreational vehicles, and homes. Home insurance is underwritten by select carriers, including American Strategic Insurance Corp. and subsidiaries (ASI), our majority owned subsidiaries.

Progressive is the fourth largest auto insurer in the country; a leading seller of [motorcycle](#) and [commercial auto insurance](#); and through ASI, one of the top 20 [homeowners insurance carriers](#).

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.