

We'll handle it. Start to finish. Guaranteed.

Progressive's Network of Preapproved Repair Shops



Your car is damaged and you need repairs you can trust. That's why we have a network of preapproved repair shops.

We offer quick and quality service

Nobody wants to part with their car, even for a little while. So when you're in an accident, Progressive understands that you need:

- a repair and body shop you can trust.
- quality work done quickly and professionally.
- someone to make sure the entire process is hassle-free.

After all, it's only your car that's stopped. The rest of your life speeds on.

We'll take care of it

In most locations, you can choose to have your car repaired at a shop in our network of preapproved repair facilities. That way, Progressive can handle your claim from beginning to end.

Here's how it works:

- Just bring in your car to one of our network repair shops, or we can arrange to have it towed in.
- Our claims representatives do the rest.
- They'll prepare an estimate, arrange for repairs to start right away, and let you know when you can pick up your car. They can even help you with a rental car if you need one.

Your satisfaction is guaranteed

We stand by the repairs done in our network of shops. We stand by the quality of our customer service. And we stand by you – 24 hours a day, 7 days a week.

With our recommended service providers, you'll know that you can trust the quality of the repairs. We choose the shops in our network based on their high quality repairs, efficient scheduling, professionalism, and commitment to customer satisfaction.

When you pick up your car, you'll receive our Limited Lifetime Guarantee – good for as long as you own or lease your vehicle!*

The choice is yours

As a Progressive customer, you're not required to use our network of repair shops. It's a free option developed solely for your convenience and one of several choices you can make.

When you have a claim, you can:

- use our recommended network of repair shops,
- choose your own repair shop, or
- accept a settlement check and not make the repairs at all.**

It's up to you.

Our goal is to give you choices and to make our service options as convenient, quick, and reliable as possible.

In an accident?

Call 1-800-PROGRESSIVE. We're here 24 hours a day, 7 days a week.

Check the status of your claim

Our online team is there for you when you need to report a claim or check the status of your claim. Just go to progressive.com, log in, and click "Your Claim" under "Your Policy." You can even communicate with us via e-mail, if you prefer.

*This guarantee is Progressive's exclusive obligation with respect to your covered repair. Progressive shall not be liable for any indirect, incidental, special, punitive, exemplary or consequential damages that result from your covered repair.

**Subject to lienholder agreement