



Procedures for Handling Complaints Regarding Claims Handling or Other Claims-Related Issues

Any policyholder, claimant, or other interested party who has any complaint or concern regarding any claims-handling or other claims-related issue may report such complaint or concern directly to:

Progressive Claims Group

E-mail: claims@email.progressive.com

Phone: 1-800-274-4641

The complaint or concern will be promptly forwarded to the appropriate management personnel in our claims organization for review and response.