



PROGRESSIVE **AUTO GROUP** **CUSTOMER LOYALTY CARD PROGRAM**



Program Overview

Why Progressive?

FAQ



PROGRAM OVERVIEW



FREE REGISTRATION

Get a generous **5%** return on parts and labor in our service & body shop departments! *Excludes insurance and warranty repairs.*

NO WORRY

Use your loyalty dollars at any **Progressive Auto Group** location for service, parts, or vehicles sales

NO HURRY

Use your loyalty dollars at your leisure because they never expire!



REASONS TO DO BUSINESS WITH **PROGRESSIVE**

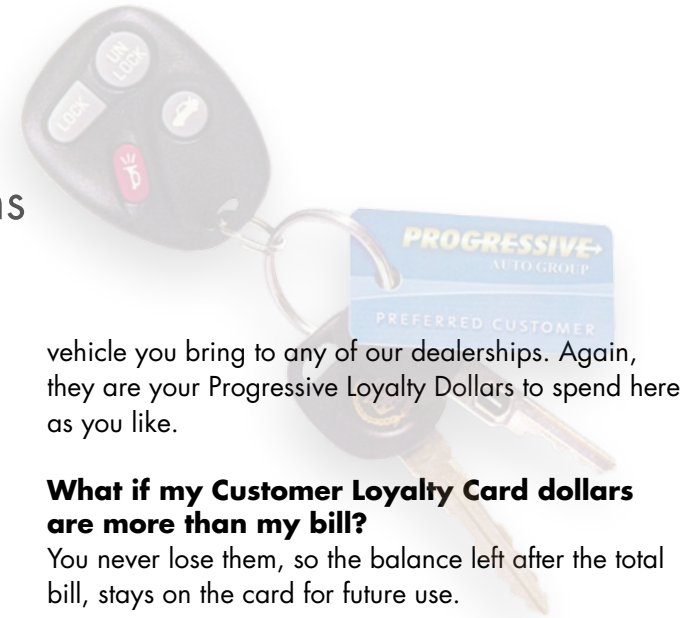


- **We have been in business since 1937**
- **Trained certified technicians**
- **State of the art factory diagnostic equipment**
- **Parts** – we know your vehicle!
- **All parts and labor are guaranteed** 12months or 12,000 miles
- **Extended service, parts hours:**
Monday 7:30am to 7:00pm & Saturday 7:30am to noon.
- **No appointment necessary!**
- **Competitive** tire prices & lifetime free rotate with tire purchase
- **We service all makes and models**
- **Largest body shop** in stark county
- **Computerized lasar frame measuring system**
- **PPG Paint** lifetime paint warranty
- **24 hour towing service** (330) 833-2823
- **Full detail and clean up department**
- **Rental cars available**
- **Buy it, like it, or bring it back guarantee** on used vehicle purchases. If within 3 days or 300 miles of purchase you don't like your vehicle, get all your money back.
- **Hundreds of used vehicles to choose from**
- **Every vehicle has the lowest price on our website** www.progressivesuperstore.com
- **24 pictures of every vehicle!**



FAQ

Frequently Asked Questions



Welcome to the Progressive Auto Group Customer Loyalty Card Program!

The Customer Loyalty Card is our way of saying thank you to our loyal customers by giving you back 5% of what you spend on parts and labor in our service and body shop departments. Unlike other programs, you earn real Progressive Loyalty Dollars, not points, for every visit when you spend out of pocket.

See any member of our staff to get signed up today!

How much does the Customer Loyalty Card Cost?

Nothing! The card is absolutely free! It is our way of giving back to our loyal customers.

How do I earn Customer Loyalty Dollars?

Each new service customer receives a \$10 pre-load just for trying the program. New sales customers receive a \$25 pre-load on their card for new or used vehicle purchases. If you already have a Loyalty Card, \$25 will be added to your existing card.

Each time you spend money out of your pocket in service or body shop, 5% of the total parts and labor dollars you spend (before tax) goes on your Customer Loyalty Card – NO LIMIT! You can then redeem these dollars on your next visit, or build them up for bigger savings on future visits.

You can also earn Loyalty Dollars in the body shop for any amount you pay for either your deductible or any items out of pocket not covered by your insurance company.

Example: Spend \$100 in the service department; receive a credit of \$5 good off your next visit.

How do I use my Customer Loyalty Card dollars?

Present your card to the cashier at time of checkout. Forgot your card? No problem! We can look up your account manually using our computer system. You can choose to use all of your dollars, or just a portion. It's your choice. It's your money to spend here as you wish.

How do I keep track of my Customer Loyalty Dollars?

You don't have to! We keep track of them electronically. You will receive a print out each time you use your card showing your current balance. You may also visit: www.buyerloyalty.com and check your balance there.

When do my Customer Loyalty Card dollars expire?

Your Loyalty Dollars never expire! There is no time frame of when or how to use them! In fact, you can let them build up as long as you wish. Save as a down payment on a new or used vehicle, or use toward that new paint job you have always been wanting!

Where can I redeem my Customer Loyalty Card Dollars?

You can redeem your dollars in service, parts, body shop, and on vehicle purchases at any of our Progressive Auto Group locations.

Can I let my son or daughter use my Customer Loyalty Card dollars?

Sure! You can choose to have one card for the entire household or individually, it is up to you. The card follows you not your vehicle, so you can use it on any

vehicle you bring to any of our dealerships. Again, they are your Progressive Loyalty Dollars to spend here as you like.

What if my Customer Loyalty Card dollars are more than my bill?

You never lose them, so the balance left after the total bill, stays on the card for future use.

What if I lose my Customer Loyalty Card?

We can issue you a new one either by mail, or when you are in our dealership.

Can I put money on someone else's Customer Loyalty Card?

Of course. You can use the Customer Loyalty Card just like a gift card. Just come into the dealership and see the cashier. We can load money onto someone else's card, or even issue a new card for someone who has never been in before. It's that simple.

*Card has no face value. Loyalty dollars cannot be redeemed for cash.

