



The Payment History Report is now live

As you know, Progressive's companywide moratorium on cancellations and non-renewals for non-payment concludes on Friday, May 15, except in those states with mandated extensions. We've received requests from many of our agent partners to provide reporting that can help you identify which customers may owe an outstanding balance at this time.

To help you review and service those customers who may owe a balance, we've created the new [Payment History Report](#), now available through [ForAgentsOnly.com \(FAO\)](#).

Please know that we're working hard to support each customer's unique policy needs during this unprecedented time. Because we've intentionally adjusted our normal cancellation and billing processes at this time to accommodate the moratorium, this report may not always have the latest information. However, this report is designed to give you the best information possible based on your customers' history of processed payments on their Progressive policy.

To help you service your customers as effectively as possible, we've added customer tenure and customer loyalty level filters within the Payment History Report so you can review a variety of factors to determine which customers you may wish to contact.

Important note: To confirm whether the customer owes an outstanding balance, our recommended best practice is to click on the customer's policy number within the Payment History Report. If there is an outstanding balance on the policy, the policy-level page will display a message that customers should contact Progressive customer service if they're having trouble making their payments. In this case, please continue to advise your customers to contact us directly to discuss their billing concerns.

Please know that this report offers the best possible solution for reviewing policies that may be in need of follow-up, and we appreciate your understanding as we work to catch up our billing systems.

Payment History Report

A note about the Pending Cancel Report and Policy Activity Report

Please note that because our typical cancellation reporting is on hold during this time, the Pending Cancel Report and Policy Activity Report will not display all policies that would ordinarily be pending cancellation outside of the moratorium period. For the best information regarding your customers' billing status, please reference the Payment History Report.

For those states without mandated extensions for payment leniency, please note that we anticipate the Pending Cancel Report will become current by Friday, June 5, once our billing systems have resumed our typical processing.

Additional resources

- Please continue to visit the [FAO COVID-19](#) page regularly for the latest updates, and know that we'll continue to keep you informed via email and FAO news.
- If you have any questions about the Payment History Report in particular, please contact your sales representative.
- **As always, we ask that if your customers are experiencing financial hardship and are unable to make a payment, please have your customer contact us directly.** Our customer care consultants continue to be available 24/7, and they're equipped with new solutions to help your customers address their unique product and billing needs.

Thank you for your continued partnership as we navigate the coming weeks together. We look forward to brighter days ahead—and working together toward continued growth.

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