

Date	Action / Contacted Person	Summary
4/22/25	Called Progressive	Initiated the claim with Progressive and picked up rental vehicle from Enterprise
4/22/25	Lupita (Progressive Agent 1)	Contacted and arranged pickup to Progressive approved body shop
4/30/25	Text from AM Progressive	Text message stating they would be picking up the car and confirmed they did
5/6/25	Text to Lupita	I text Lupita at Progressive asking about the claim and no reply.
5/6/25	Kim (Progressive Agent 2)	Text message: vehicle is total loss
5/19/25	Call to body shop	Released vehicle to Progressive, per instructions
5/20/25	Kim (Progressive Agent 2)	Text message: vehicle was picked up on 5/19/25 when I released it and instructed me to take back the rental despite resolving the claim.
5/20/25	Matt Perkins (Supervisor)	Text message: First contacted by Matt Perkins. Kims supervisor asking for a return call
5/20/25	Matt Perkins (Supervisor)	Called Matt Perkins: Returned Mr. Perkins phone call where he told me he would be handling the claim. Mr Perkins at this time asked to be provided with VIN reports I had ran in which I provided. Mr Perkins at that time also stated that the vehicle was "reported missing" by Budget – I asked to see documentation from him regarding this in which he provided none because is was false and so Mr. Perkins
5/20/25	Email from Mr. Perkins	Mr. Perkins sent email asking for documents pertaining to the vehicle
5/20/25	Email to Mr. Perkins	I emailed Mr Perkins the documents I could find and told him I would send more once I found them, again asked to receive documents regarding him saying the vehicle was reported missing and still no reply from Mr. Perkins regarding that.
5/20/25	Call from Mr. Perkins	Received a call from Mr Perkins regarding turning the rental in despite the claim still open and I was told the policy is 3 days after claim is final or 30 days, and my 30 days was up and I needed to return the rental despite anything else stating policy was the reason.
5/21/25	Email to Mr. Perkins	I emailed Mr. Perkins about returning the rental car before the claim had been finished and that it would leave me without a vehicle, and I had no ride after dropping the rental off. I sent a total of 3 emails to Mr Perkins who only responded to one when I asked why I was charged for a portion of the rental car they provided.
5/21/25	Email From Mr. Perkins	Received email from Mr. Perkins only regarding the charges I paid for the rental they provided, and was told because I picked a certain vehicle was I charged. At no time was I ever told I had to pick a certain vehicle and took the one the rental provided. How was I to know I had to pick a certain vehicle.
5/22/25	Email from Mr. Perkins	Received email from Mr Perkins telling me to submit a copy of what I had paid Enterprise for the rental to be reimbursed only to later be told no because of the vehicle the rental company provided me. I didn't know I could pick a vehicle and took the vehicle the rental company provided. The email also said Progressive was still investigating my claim and if I wished to expedite the process to pursue ge
5/22/25	Email to Mr. Perkins	I emailed Mr Perkins about the rental and claim without a response.
5/23/25	Email to Mr. Perkins	I emailed Mr. Perkins again about my claim and have yet to receive a response.
5/23/25	Voicemail from Kim	Received a voicemail from Kim stating that now the "Vehicle not declared total loss yet" — contradicts text
5/27/25	Email from Mr. Perkins	Matt Perkins' email introduces a significant new condition and contradicts previous information you received from another Progressive agent Key Issues Arising from Matt Perkins' Email: 1. Shift in Blame/Responsibility: Progressive is now placing the onus entirely on you to secure a title (potentially via a surety bond) before they will process your claim. 2. Contradictory Advice on Surety Bonds: Matt Perki
5/27/25	Respond to email Mr. Perkins	Responded to email from Mr. Perkins regarding him telling me to get a surety bond and having my car towed to the house after progressive has had it for a month
5/28/25	Responded in email to Kim an	Responded to email using both threads Mr. Perkins sent and Kim expressing how progressive had mishandled my claim
5/28/25	Received call from Kim	Received voicemail from Kim to call
5/28/25	Received call from Chris	Received call from Chris this is the fourth person from progressive regarding my claim voicemail
5/28/25	Responded to Kim text	Sent Kim a response telling her I was busy and would return her call as soon as I get a chance
5/29/25		
5/29/25	Text from Kim	
5/29/25		
5/30/25	Text from Kim	Received a text from Kim stating that the total loss paperwork has not been completed despite the portal having paperwork stating a total loss from copart.