



Fwd: Reminder: Please tell us what you think - Car repaired?

1 message

Travis <tcmherd@gmail.com> Thu, Jun 5, 2025 at 11:26 AM

To: Kimberly_Brooks@progressive.com, Matt_C_Perkins@progressive.com

Kim, this is yet something else I have tried asking about and not received an answer to yet.

This just adds to the complexity and contradictions that I have gone through and have asked along with and for other things and answers. I haven't received any response to anything that I've asked Progressive in over 6 weeks now.

I've provided what I've been asked to and I'm continued to be asked for information I have given. And being asked to get something that I was initially told Progressive didn't accept and against their policy is very strange to me.

I've not received any reply to any email I've sent other than being asked to do something I was told progressive didn't accept.

My emails from your response, seem to have been a burden on you. While there intentions were to not have the back and forth contradictions that have happened.

I've not ever been met with anything like this and I have been a policy holder for many years. I've been open and honest in this and my entire time paying for insurance through Progressive.

Now it appears I've paid for insurance for a long time, and instead of being treated like I have in the past with help from the service I've paid for.

I have been told completely different things, and things that aren't true and I feel I've been avoided and when I am not being avoided I am only told the same thing over and over.

Which I've addressed but still am only told the same thing.

No help from who I thought I paid for a service that I don't feel I have gotten.

I've gotten multiple texts and now an email saying the car has been repaired, when it deemed a total loss by progressive.

I didn't think a totaled car could be repaired until salvage title and then the process of getting it road drivable again.

I've not been told anything about this. From my view I've been told it was totaled and you didn't accept surety bonds, then it might not be totaled. Then I call and release it to Progressive to then be told there is no total loss paperwork, all while I had the paperwork from Progressive that it was totaled. And then texts saying it's being repaired and now done being repaired.

I've inquired through email about all of this, and I've gotten a copy, paste like text only in reply.

I'm confused, and I'm not the only one.

Charles Travis Herd

----- Forwarded message -----
From: **Caliber Collision** <reply@carwise.com>
Date: Thu, Jun 5, 2025, 9:40 AM
Subject: Reminder: Please tell us what you think
To: Charles Herd <tcmherd@gmail.com>



Dear Charles,

Caliber Collision would like to hear from you about your recent vehicle repair experience. We would greatly appreciate you taking a few minutes to complete a brief online survey.

TAKE THE SURVEY NOW

>>

Caliber - Oak Ridge | (865) 483-0282
155 Midway Ln, Oak Ridge, TN 37830

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