

## Directors

Stuart B. Burgdoerfer<sup>6</sup>  
Executive Vice President and  
Chief Financial Officer,  
Limited Brands, Inc.  
(retailing)

Charles A. Davis<sup>4,5,6</sup>  
Chief Executive Officer,  
Stone Point Capital LLC  
(private equity investing)

Roger N. Farah<sup>3,6</sup>  
President and Chief Operating Officer,  
Polo Ralph Lauren Corporation  
(lifestyle products)

Lawton W. Fitt<sup>6</sup>  
Corporate Director, various companies  
Retired Partner,  
Goldman Sachs Group  
(financial services)

Stephen R. Hardis<sup>1,2,5,6</sup>  
Non-Executive Chairman of the Board,  
Marsh & McLennan Companies, Inc.  
(financial services)

Bernadine P. Healy, M.D.<sup>1,6</sup>  
Health Editor and Medical Columnist,  
U.S. News & World Report  
(publishing)

Abby F. Kohnstamm<sup>1,6</sup>  
President and Chief Executive Officer,  
Abby F. Kohnstamm & Associates, Inc.  
(marketing consulting)

Peter B. Lewis<sup>2,4,6</sup>  
Chairman of the Board  
(non-executive)

Norman S. Matthews<sup>3,5,6</sup>  
Consultant, former President,  
Federated Department Stores, Inc.  
(retailing)

Patrick H. Nettles, Ph.D.<sup>1,6</sup>  
Executive Chairman,  
Ciena Corporation  
(telecommunications)

Glenn M. Renwick<sup>2</sup>  
President and Chief Executive Officer

\*Donald B. Shackelford<sup>4,6</sup>  
Retired, former Chairman,  
Fifth Third Bank, Central Ohio  
(commercial banking)

Bradley T. Sheares, Ph.D.<sup>3,6</sup>  
Former Chief Executive Officer,  
Reliant Pharmaceuticals, Inc.  
(pharmaceuticals)

<sup>1</sup>Audit Committee Member

<sup>2</sup>Executive Committee Member

<sup>3</sup>Compensation Committee Member

<sup>4</sup>Investment and Capital Committee  
Member

<sup>5</sup>Nominating and Governance  
Committee Member

<sup>6</sup>Independent Director

\*In April 2010, Donald B. Shackelford will retire after 34 years of service on Progressive's Board. Progressive would like to thank Mr. Shackelford for his dedicated service and the many contributions he made during his tenure on the Board.

## Corporate Officers

Glenn M. Renwick  
President and Chief Executive Officer

Brian C. Domeck  
Vice President and Chief Financial Officer

Charles E. Jarrett  
Vice President, Secretary,  
and Chief Legal Officer

Thomas A. King  
Vice President and Treasurer

Jeffrey W. Basch  
Vice President and Chief Accounting Officer

Mariann Wojtkun Marshall  
Assistant Secretary

Peter B. Lewis  
Chairman of the Board  
(non-executive)

## Other Executive Officers

John A. Barbagallo  
Commercial Lines Group President

William M. Cody  
Chief Investment Officer

Susan Patricia Griffith  
Claims Group President

Valerie Krasowski  
Chief Human Resource Officer

John P. Sauerland  
Personal Lines Group President

Raymond M. Voelker  
Chief Information Officer

**Principal Office**

The Progressive Corporation  
 6300 Wilson Mills Road  
 Mayfield Village, Ohio 44143  
 440-461-5000  
 progressive.com

**24-Hour Insurance Quotes, Claims Reporting, and Customer Service**

	Personal autos, motorcycles, and recreational vehicles	Commercial autos/trucks
<b>To receive a quote</b>	1-800-PROGRESSIVE (1-800-776-4737) progressive.com	1-888-806-9598 progressivecommercial.com
<b>To report a claim</b>	1-800-274-4499 progressive.com <sup>1</sup>	1-800-274-4499
<b>For customer service:</b>		
If you bought your policy through an independent agent or broker	1-800-925-2886 (1-800-300-3693 in California) progressiveagent.com	1-800-444-4487 progressivecommercial.com
If you bought your policy directly through Progressive online or by phone	1-800-PROGRESSIVE (1-800-776-4737) progressive.com	1-800-444-4487 progressivecommercial.com
If you have a complaint or concern regarding any claim handling or other claims-related issue <sup>2</sup>	1-800-274-4641 e-mail: claims@email.progressive.com	1-800-274-4641 e-mail: claims@email.progressive.com

<sup>1</sup>Claims reporting via the Web site is currently only available for personal auto policies.

<sup>2</sup>Any policyholder, claimant, or other interested party who has any complaint or concern regarding any claim handling or other claims-related issue may report such claim using the contact information above. The complaint or concern will be promptly forwarded to the appropriate management personnel in our claims organization for review and response.

**Shareholder/Investor Relations** Progressive does not maintain a mailing list for distribution of shareholders' reports. To view Progressive's publicly filed documents, shareholders can access our Web site: [progressive.com/sec](http://progressive.com/sec). To view our earnings and other releases, access [progressive.com/investors](http://progressive.com/investors).

To request copies of Progressive's publicly filed documents free of charge, write to: The Progressive Corporation, Investor Relations, 6300 Wilson Mills Road, Box W33, Mayfield Village, Ohio 44143, e-mail: [investor\\_relations@progressive.com](mailto:investor_relations@progressive.com) or call: 440-395-2258.

For financial-related information, call: 440-395-2222 or e-mail: [investor\\_relations@progressive.com](mailto:investor_relations@progressive.com).

For all other Company information, call: 440-461-5000 or e-mail: [webmaster@progressive.com](mailto:webmaster@progressive.com).

**Transfer Agent and Registrar**

**Registered Shareholders:** If your Progressive shares are registered in your name, contact American Stock Transfer & Trust Company regarding questions or changes to your account: write to American Stock Transfer & Trust Company, Attn: Operations Center, 6201 15th Avenue, Brooklyn, NY 11219; phone: 1-866-709-7695; e-mail: [info@amstock.com](mailto:info@amstock.com); or visit their Web site at: [www.amstock.com](http://www.amstock.com).

**Beneficial Shareholders:** If your Progressive shares are held in a brokerage or other financial institution account, contact your broker or financial institution directly regarding questions or changes to your account.

**Contact Non-Management Directors** Interested parties have the ability to contact the non-management directors as a group by sending a written communication clearly addressed to the non-management directors and sent to any of the following:

Peter B. Lewis, Chairman of the Board, The Progressive Corporation, 6300 Wilson Mills Road, Mayfield Village, Ohio 44143 or e-mail: [peter\\_lewis@progressive.com](mailto:peter_lewis@progressive.com).

Charles E. Jarrett, Secretary, The Progressive Corporation, 6300 Wilson Mills Road, Mayfield Village, Ohio 44143 or e-mail: [chuck\\_jarrett@progressive.com](mailto:chuck_jarrett@progressive.com).

The recipient will forward communications so received to the non-management directors.

**Accounting Complaint Procedure** Any employee or other interested party with a complaint or concern regarding accounting, internal accounting controls, or auditing matters relating to Progressive may report such complaint or concern directly to the Chairman of the Audit Committee, as follows: Stephen R. Hardis, Chairman of the Audit Committee, [stephen\\_hardis@progressive.com](mailto:stephen_hardis@progressive.com).

Any such complaint or concern also may be reported anonymously over the following toll-free Alert Line: 1-800-683-3604 or online at [www.progressivealertline.com](http://www.progressivealertline.com). Progressive will not retaliate against any individual by reason of his or her having made such a complaint or reported such a concern in good faith. View the complete procedures at [progressive.com/governance](http://progressive.com/governance).

**Whistleblower Protections** Progressive will not retaliate against any officer or employee of Progressive because of any lawful act done by the employee to provide information or otherwise assist in investigations regarding conduct that the employee reasonably believes to be a violation of Federal securities laws or of any rule or regulation of the Securities and Exchange Commission or Federal securities laws relating to fraud against shareholders. View the complete Whistleblower Protections at [progressive.com/governance](http://progressive.com/governance).

**Corporate Governance** Progressive's Corporate Governance Guidelines and Board Committee Charters are available at: [progressive.com/governance](http://progressive.com/governance).

**Annual Meeting** The Annual Meeting of Shareholders will be held at the offices of The Progressive Corporation, 6671 Beta Drive, Mayfield Village, Ohio 44143 on April 23, 2010, at 10 a.m. eastern time. There were 3,794 shareholders of record on December 31, 2009.

**Common Shares** The Progressive Corporation's common shares (symbol PGR) are traded on the New York Stock Exchange. Progressive currently has an annual variable dividend policy. We expect the Board to declare the next annual variable dividend, subject to policy limitations, in December 2010, with a record date in January 2011 and payment shortly thereafter. A complete description of our annual variable dividend policy can be found at: [progressive.com/dividend](http://progressive.com/dividend).

**Counsel** Baker & Hostetler LLP, Cleveland, Ohio

**Charitable Contributions** Progressive contributes annually to The Progressive Insurance Foundation, which provides: (i) financial support to the Insurance Institute for Highway Safety to further its work in reducing the human trauma and economic costs of auto accidents, and (ii) matching funds to eligible 501(c)(3) charitable organizations to which Progressive employees contribute.

**Social Responsibility** Progressive uses an interactive online format to communicate our social responsibility efforts. This report can be found at: [progressive.com/socialresponsibility](http://progressive.com/socialresponsibility).

**Online Annual Report and Proxy Statement** Our 2009 Annual Report to Shareholders, in an interactive format, can be found at: [progressive.com/annualreport](http://progressive.com/annualreport).

We have also posted copies of our 2010 Proxy Statement and 2009 Annual Report to Shareholders, in a "PDF" format, at: [progressiveproxy.com](http://progressiveproxy.com).

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