

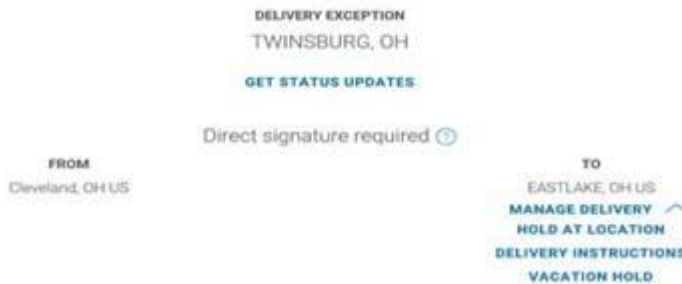
How to change the delivery to a retail location:

Please follow the below steps:

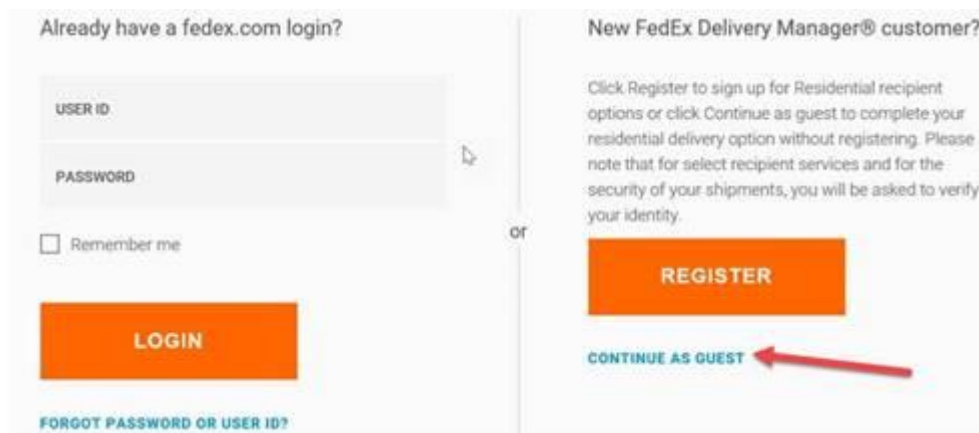
At FedEx site – enter your Tracking ID

- Example: 121898872117

Select Manage Delivery. Then select Hold at Location.



Within the New FedEx Delivery Manager customer section – select Continue as Guest.



On the next screen, submit the original shipping address which should be on the consultant's original FedEx notification emails. Insert a phone number where FedEx can reach out to the consultant if needed.

Enter original delivery information ✕

To ensure the security of your package, please enter the original delivery address and ZIP/Postal Code.

ADDRESS 1

ADDRESS 2 (OPTIONAL)

ZIP/POSTAL CODE

Please be aware that the Address 2 line could be PROGRESSIVE CASUALTY INSURANCE COMP
 - Address 2: PROGRESSIVE CASUALTY INSURANCE COMP

Insert a phone number and email, click Continue.

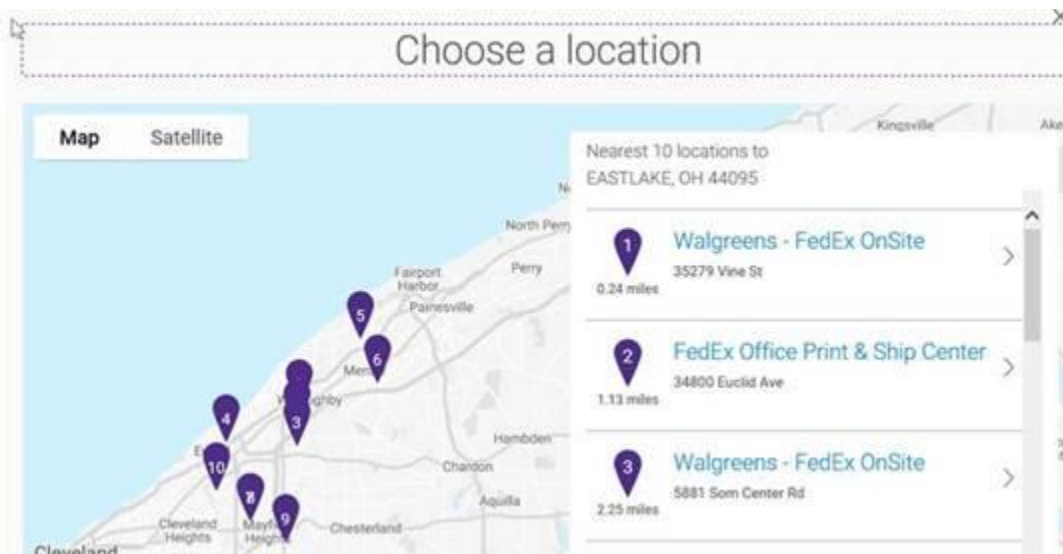
Enter contact information

Please provide a phone number where you can be reached when your package is available for pickup.

PHONE

EMAIL (OPTIONAL)

After the continue button is selected, the below screen should be come up. The consultant can then select a location for the delivery to be picked up.



The consultant should receive a FedEx email confirming this change. Package will be held at FedEx for 5 days.