



ROADSIDE ASSISTANCE FOR HEAVY COMMERCIAL VEHICLES

No matter what. No matter when.

TRUCK ASSIST

Roadside assistance for heavy commercial vehicles from 3.5 GVM to 180 GVM

Time off the road is a costly inconvenience for truck operators who rely on their vehicle for their livelihood. That's why National Transport Insurance (NTI), Australia's leading provider of transport products and claim solutions, established the revolutionary Truck Assist Roadside program.

Truck Assist provides a 24-hour roadside assistance service specifically for trucks.

It answers calls from drivers with problems ranging from a flat tyre or battery to requiring a towing service to the nearest dealership for mechanical repairs. The objective is to get trucks back on the road sooner and to provide safe, quality repairs.

It's not about how or why a truck breaks down, it's about providing first class customer service when a breakdown or incident does occur.

Building customer and brand confidence

Since 2006, Truck Assist has been available through manufacturers as a manufacturer-branded roadside assistance service. Truck Assist compliments the manufacturer's brand in the marketplace, allowing them to give customers the best possible experience with their new truck.

Truck Assist is available to all manufacturers, truck and fleet owners and is already protecting 47% of the new vehicles sold with more than 100,000 trucks supported under a Truck Assist program.

Not only does Truck Assist protect drivers and operators by keeping trucks safely on the road, a partnership with Truck Assist will add value to a brand and protect brand reputation.



CUSTOMER STRATEGY

A personalised solution delivered by people for people

As a tailored product that carries the manufacturer or operator brand, Truck Assist presents a long list of benefits for the heavy vehicle industry. Each benefit is focussed on a positive customer experience at all levels: from truck drivers to truck owners and manufacturers.

Trusted relationship between customers and brands

Truck Assist is a revolutionary customer service initiative for manufacturers. When a truck is sold with manufacturer branded Truck Assist included, customers are getting the best possible experience with their new truck.

Manufacturers benefit from increased customer satisfaction and loyalty and operators can have peace of mind.

Confidence in being back on the road quickly and efficiently

Broken-down drivers have access to a 24/7 personalised, efficient, empathetic service via a single phone call. NTI Truck Assist service providers have the knowhow to safely assess complex mechanical issues and appropriately prepare and tow cumbersome, heavily-laden vehicles. They will take responsibility for getting the truck back on the road sooner.

This is a high-quality alternative to fee-for-service solutions, which can be costly and time-consuming.

A national network to facilitate quality repairs

Truck Assist has built strong nationwide relationships. The call centre can engage a repairer or organise to tow vehicles to dealerships or manufacturer approved experts that will fix the problem correctly without reverting to 'band-aid' repairs.

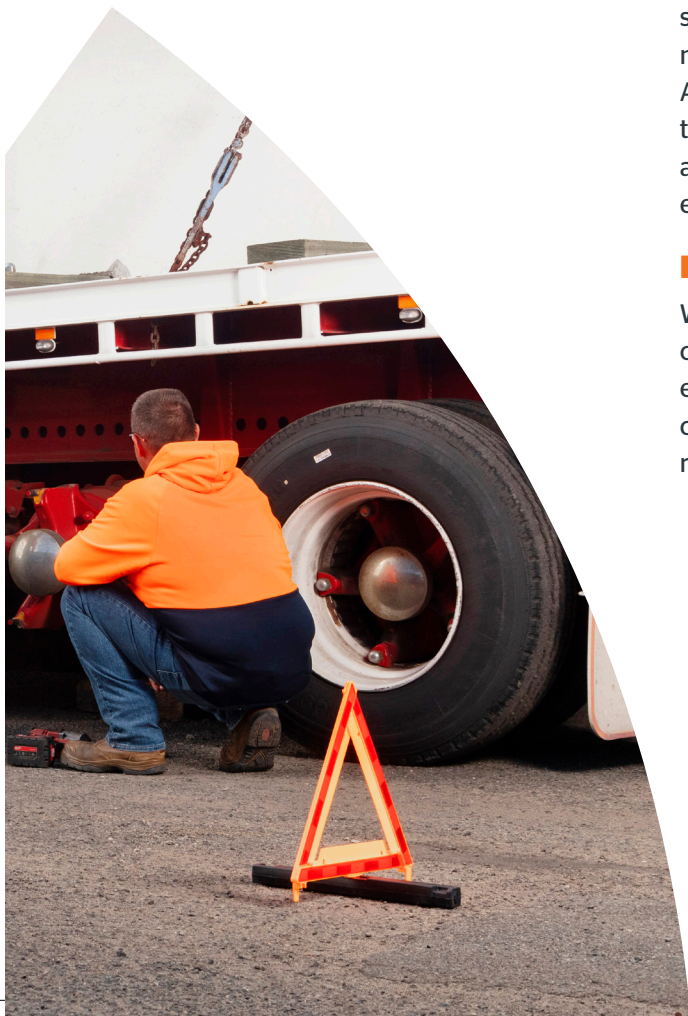
Truck Assist ensures all service providers have the right knowledge and appropriate equipment for heavy vehicles.

Brand protection

Well-managed roadside assistance can turn a negative situation into a positive experience, protecting the manufacturer's and operator's brand reputation. Truck Assist also has tailored reporting mechanisms that keep the manufacturer, truck or fleet owner well informed about emerging trends with their business and customer's experiences.

People management

With Truck Assist, manufacturers and owners can focus on core business without worrying about breakdowns. The effective call management processes reduce non-essential calls to dealers, allowing them to focus on core callout repair work, but still ensuring superior customer service.



PARTNERS

Adding value to brands

In 2006, NTL collaborated with Isuzu to pilot Truck Assist roadside assistance. This innovative breakdown product now protects 47% of new vehicles sold in the Australian market.

Branded as IsuzuAssist, Isuzu has sited Truck Assist as adding value to its brand and contributing to its market-leading reputation in a time when customer expectations are constantly growing.

Adding value to their customer experience encourages customer loyalty. Truck Assist builds customer confidence that keeps people coming back to the dealer for future sales, servicing and repairs.

The same can be said for fleet and truck owners who adopt Truck Assist once the manufacturer roadside assistance runs out. Not only does this protect business continuity, keeping trucks safely on the road and businesses viable, but customers and drivers continue to have a first-class experience and have confidence in the owner's brand. This ongoing take up of Truck Assist remains in the manufacturer's name, which also allows them to keep a connection with the buyer long after the sale.



SOLUTIONS

Tried, tested and proven successful

The proven system enables operators to quickly assess a problem and take appropriate action. In many cases, this may result in a vehicle being towed to the nearest authorised repairer or dealership. Experience shows that fixing the problem properly the first time is much more

efficient for the customer than applying a 'band-aid' solution, which results in the problem subsequently reappearing or worsening. In addition, Truck Assist's strong relationships across the recovery and repair network ensure repairs are expedited and drivers are back on the road sooner.

1. 24/7 call centre

When a concern, breakdown or incident occurs, drivers call a 1800 number that will go through to a specially established, Australian call centre.



2. Simple customer validation

The call centre will validate the customer via the VIN to determine the level of cover and assign a case number.



3. Triage process

The customer's needs are determined, leading to the assignment of the most appropriate service provider.



4. Service delivery

The service provider is engaged and, in conference with the client, the terms and limits of that service are delivered.



5. Further engagement if needed

Where the service delivery has not been successful, a further service provider will be engaged. The objective is to ensure the best quality repair or solution without reverting to 'band-aid' fixes.

7. Reporting

Finally, the process is completed with all aspects of the program reported to ensure Truck Assist is continually improving and keeping customers informed on trends.



6. Finalising the case

Once the service is delivered, the service provider and the call centre are in contact to finalise the services provided and complete a Customer Satisfaction survey.



PRODUCT OFFERINGS

Identifying the right product

Truck Assist service offerings and limits can be customised to create the best product and price for any manufacturer, truck or fleet owner.



The range of offerings to choose from include:

Mechanical/Roadside Assistance
"Limits to be defined"

Mechanical breakdown assistance provided by the nearest dealer or service technician

Towing "Limits to be defined"

In the event of the vehicle requiring tow due to operator and technician safety, remote location or if the technician is unable to get the vehicle mobile, the vehicle will be towed to the nearest dealer/repairer/place of safety from anywhere in Australia

Battery Service

National network 24/7 roadside assistance

Lock-out Assistance

If the keys are locked in the vehicle, the roadside assistance service technician will attempt to open the vehicle.

Automotive Glass

National 24/7 network

Fuel and Fluids delivery

Organised by Truck Assist but charged at the owner's expense

Tyres

National 24/7 network

Hydraulics hose repairs

National 24/7 network

OUTCOMES

Industry benchmark in customer service

Australia's truck drivers travel more than 16 million kilometres each year. Broken down trucks on the roadside, particularly on busy metro roads, present a significant and hazardous road safety issue. The downtime is also costly to operators and has significant domino effects.

Truck Assist's 'X' factor lies in its capability to assist drivers in need across Australia's vast, sometimes inhospitable geography. By capitalising on NTI's experience and national network of specialists, Truck Assist provides complete confidence to transport operators, manufacturers and dealerships that, whatever the issue, drivers will have access to someone at the end of the phone who will address their unique situation.

Truck Assist has revolutionised the transport industry, creating a true, customer-focused industry collaboration, with far-reaching benefits.

- Truck Assist is delivered under the manufacturer's brand, building brand equity.
- Manufacturers capitalise on Truck Assist's assets and networks, removing the financial burden of acquiring and maintaining their own breakdown equipment.
- Exceptional customer service converts a stressful experience into a positive one, promoting customer retention for vehicle sales and servicing.
- Tailored reports enable manufacturers to resolve recurring problems with individual vehicles.
- Dealers can ensure after-hours calls are answered and that calls that cannot be dealer-actioned are filtered.
- All repairs nationwide are undertaken by authorised dealers with genuine parts.
- Truck and fleet owners save on downtime costs, protecting their livelihood and reducing the domino effect of delayed deliveries.

Above all, Truck Assist has set the benchmark in customer service standards:

- Customer satisfaction ratings are currently 4.5 out of 5.
- More than 85% of customer calls are picked up in under 20 seconds.

Next steps

The NTI Truck Assist team can walk you through the personal benefits and pricing schedules suitable to your business and provide you with a detailed proposal and quote.



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