

INTRODUCING HD ASSIST

A heavy-duty roadside assistance solution for commercial auto insurers

Now you can offer heavy-duty roadside assistance without the administrative burden.



How the Program Works

Insurers offer roadside assistance policies with specific inclusions, exclusions, deductible amounts, and other rules for covered roadside events. When trucks breakdown anywhere in the U.S., policyholders call a toll-free, dedicated, heavy-duty roadside assistance phone number to ask for help.

TTN Fleet Solutions manages these events from start to finish.

Our agents confirm and explain coverage, collect deductibles, and then work directly with policyholders to manage towing and repair —collecting payments from policyholders, separately, for expenses not covered by insurance.

Even if coverage does not apply, we can help drivers and equipment owners get trucks back on the road.

Benefits for Insurers and Policyholders

HD Assist enhances brands and eliminates administration for commercial auto insurers, while policyholders benefit from nationwide service, a single point of contact, and high quality, expert roadside assistance.

Who answers the phone when policyholders call for help?

You can answer or we can answer. Ultimately, we take over the call, verify coverage, collect deductibles, and charge separately for any services not covered. We ensure coverage is fairly and properly administered within the parameters of the policies issued by our customers.

How are commercial auto insurance companies charged for HD Assist?

There's a fee per event. When you're ready to discuss signing up, we can offer you a range, immediately. The actual cost will vary, slightly, depending upon the exact workflow and services you'll need.

How long does it take to get started?

Because HD Assist relies on people and web-based technology — not on custom software or complicated programming — you can get started in weeks, not months.



INDUSTRY LEADERS RELY ON HD ASSIST. YOU CAN, TOO.

HD Assist will manage thousands of calls for heavy-duty roadside assistance, this year. It's already in use and proven by leaders in the insurance industry. To add HD Assist to your toolkit, email us at sales@ttnfs.com.

