

## HOW IT WORKS

### ➤ 1. Free and secure registration:

Registration is free - no monthly/annual fees. It allows you to request our services very easily and will result in a quicker resolution of your problem. Fill in our application form online and email it to us. For security reasons and in order to avoid mistakes, you will have to send us the names of the people who may request assistance on behalf of your company. This may require reconfirmation.

### ➤ 2. Your customer number:

You will receive a unique TTP – Truck & Trail Performance customer number to identify your account. This number will be used as a reference to your company.

### ➤ 3. Service request 365/24/7:

Whenever you need assistance with your failed equipment email or call us:  
[service24@ttp.expert](mailto:service24@ttp.expert) +352 28 800 24 7

Our standard response time is below 5 minutes.  
Let us work it out for you!

### ➤ 4. Professional TTP multi-brand solution:

All our roadside services are based on the solutions recommended by the customer. We find solutions for all kind of trucks, trailers, tyres, tilts and reefer. Within the first 5 minutes after making your service request you will receive a contact from one of our performance managers in order to initialize the operating process for your failed equipment. Independently of the issue, country or specification, an estimated time of arrival will be released within the next 30 minutes. You will regularly receive updates about your case until its completion. Your follow-up is important for us in order to confirm that our solution was in accordance with your requirements and budget.

➤ **5. Payment:**

The driver will not have to pay anything at the workshop. We will afterward send you the invoice from the workshop plus our management fee. The invoice is to be paid in the next 15 days. We have set maximum service prices – you will not pay more than that. We only partner with workshops which meet our quality and price standards.

➤ **6. Feedback:**

Your feedback is essential to evaluate our performance. We will send you a small inquiry - feel free to add your comments to it.