



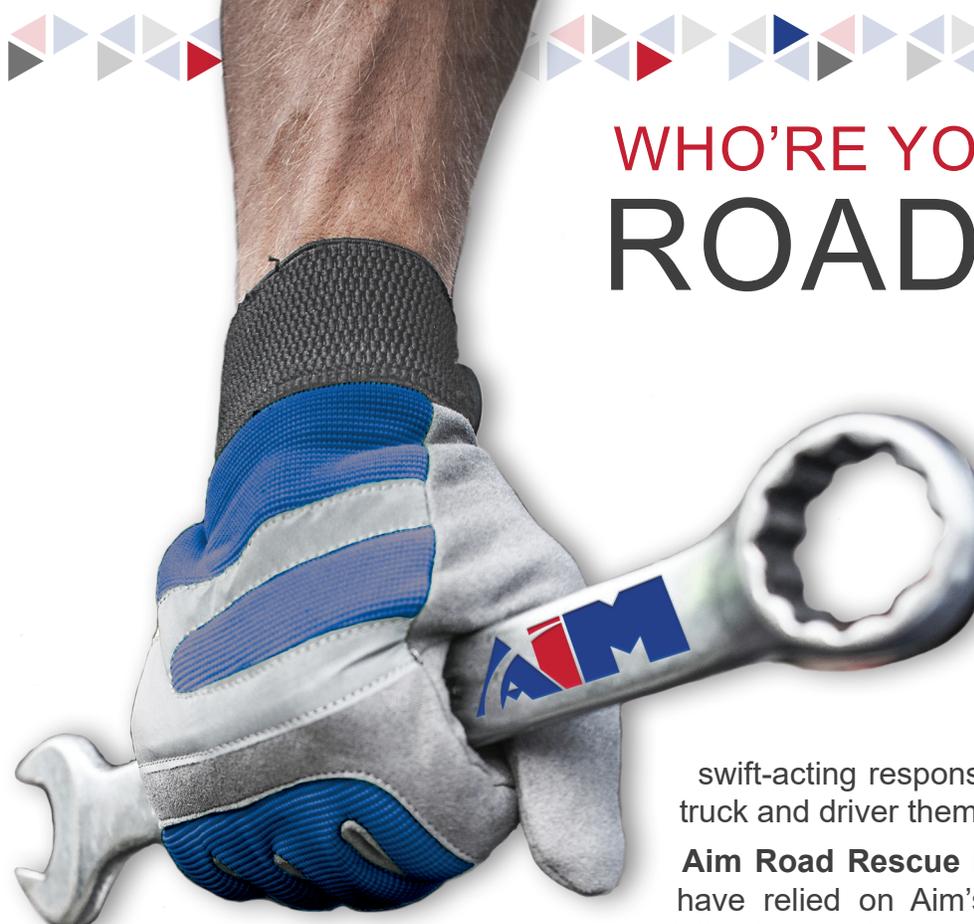
AIM
Transportation Solutions



ROAD RESCUE

ROADSIDE SERVICE ANYTIME, ANYWHERE





WHO'RE YOU GOING TO CALL? ROAD RESCUE

Every time a truck leaves your warehouse, it's carrying more than just your products. It's carrying your reputation. This means late deliveries as a result of mechanical breakdowns, dead batteries, blown tires or any of the innumerable complications your truck and driver may encounter from point A to B is a direct reflection of your brand. While this may seem unfair, that's simply how it is, and that's why having a reliable, swift-acting response to these situations is as essential as the truck and driver themselves.

Aim Road Rescue is that response. For decades, businesses have relied on Aim's superior roadside service to keep their deliveries moving, customers satisfied and their brand protected.

With a fleet of more than 11,000 trucks and trailers under our best-in-class care, there's nothing we haven't faced. So, you can rest assured, when your driver encounters the inevitable, Aim Road Rescue will respond quickly and accurately to have your truck and driver back where they belong: on the road.

Aim Road Rescue **Highlights**



**HERE FOR YOU ALL DAY
EVERY DAY**



**CALL CENTER LOCATED
AT Aim HQ IN OHIO**



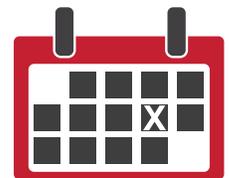
**SKILLED, CERTIFIED
TECHNICIANS**



**REPLACEMENT VEHICLES
AVAILABLE**



**MORE THAN 700
LOCATIONS WITH MORE
THAN 59,000 APPROVED
SERVICE LOCATIONS**



**AUTOMATIC FOLLOW-
UP INSPECTION**

*THE FOLLOWING WILL TAKE YOU THROUGH A TYPICAL
ROAD RESCUE CALL*

BASIC ANATOMY OF A ROAD RESCUE EVENT

EVENT PROGRESSION: OVERVIEW

1



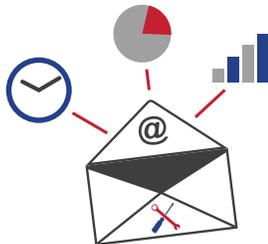
Driver or customer calls in the event to the Aim Road Rescue Team. Basic information is taken, leading to more exacting questions regarding the event specifics. At customer request, if customer management did not call in the event we will call and consult the customer to gain their input, information, and to customize the response. If the customer has opted for email notifications, they will start now.

2



If we have access to the customer's telematic reporting, the telematics are consulted (when applicable to the event) to assist in diagnosis and creating the service plan. Otherwise, the Road Rescue Team goes to work employing our huge network of in-house, dealer, and third-party resources to resolve the issue.

3



While the event is ongoing, customers may receive update emails with any significant movements or changes in the status of the event. All events are monitored closely by our own custom dashboard program, which keeps all active events organized by time and color codes. Customers also have access to this real-time Dashboard.

4

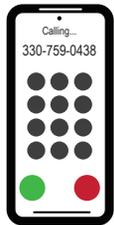
3 hrs.
OR LESS

We strive to resolve all events within three hours or less. Unfortunately, in the real world, this isn't always possible. In such cases, Aim's system is set up to recognize when an event will breach this three-hour mark, and it escalate the situation to ensure everything possible is being done to prioritize and solve the issue as quickly as possible.

BASIC ANATOMY OF A ROAD RESCUE EVENT

THE FIRST CALL

1



No matter when or where an issue occurs, the driver or driver management calls into the **Aim Road Rescue department**. A series of basic questions will be asked to gather information regarding the driver, location and nature of the problem.

2



Next our highly skilled and experienced team evaluates the information, asks more detailed questions, and may ask the driver for further assistance in performing basic visual checks or simple troubleshooting techniques to gain a better understanding of the issue.

3



Upon request, Aim Road Rescue will develop an email notification specifically for the customer containing any personnel the customer wishes to be kept updated in the case of a road event. Follow-up emails will continue throughout the event when any significant change or new information is gained, allowing dispatchers and other Customer agents to stay on top of their event happenings. The event is also entered into our Dashboard for visibility from both the Aim side and viewable by the customer should they choose.

BASIC ANATOMY OF A ROAD RESCUE EVENT

DIAGNOSIS AND ASSISTANCE

1



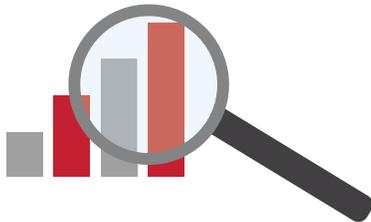
The Aim Road Rescue team is a highly skilled and experienced industry leader in emergency road services. But we don't stop there. The expert personnel has 24-hour access to our entire Aim Maintenance System, giving them a vast array of technicians, service managers and other maintenance professionals to draw upon to develop proper diagnosis and service plans to minimize event downtime and make the proper repair the first time.

2



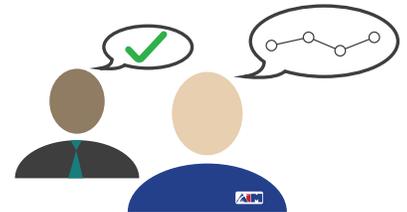
Depending upon the nature of the problem, drivers with non-safety related needs or issues that still allow safe operation may be directed to take the unit to a proper service facility to expedite resolution. For basic issues, such as tire, lighting or other repairs not requiring deep diagnosis but still requiring road service, an appropriate mobile service provider will be deployed to the site.

3



If we have access to the customer's telemetric data, any event-related warnings are included in the analysis and diagnosis. Aim Road Rescue employs two specialized Coordinators that constantly monitor telemetric warnings so they can be sorted by severity. Often, if we have access to a customer's telemetric data, we can stop breakdown conditions before they occur by tracking these warnings. Our Coordinators watch these warnings, research the involved units and look for trends over repeated warnings. This allows them to work proactively with our customers and shop managers to ensure these units get serviced on the customer's timetable, not on fate's.

4

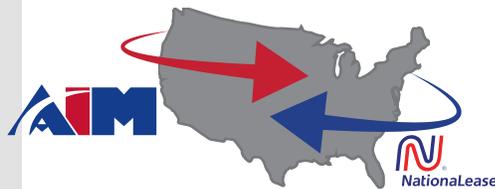


The customer always has the option of directing the service of their owned units. In these cases, the Aim Road Rescue team will discuss all facets of the event with the customer, give consultation and coordinate the chosen service plan according to their preferences.

BASIC ANATOMY OF A ROAD RESCUE EVENT

THE SERVICE

1



The Road Rescue team relies on a vast network of in-house, NationaLease and third-party resources and services. Should the area of the event be out of range of one of our many facilities, we will often employ other NationaLease affiliates, who are contractually obligated to assist us in resolving the event. Should an affiliate not be available, we then move to our third-party partners and resources to handle the call. The Road Rescue team has established a vast, nationwide network of vendors to handle virtually any need. However, unlike other road management services and leasing companies, we are not limited just to this admittedly already-expansive network of providers. Our team has the flexibility to work with the largest equipment dealer shops all the way down to the single-truck rural technicians. In other words: Aim does whatever it takes to resolve the issue.

2



While there are a host of outside issues—such as weather, remote locations, parts availability, and other uncontrollable variables that may be working against us—our goal is to have a resolution to the event within three hours or less. When outside forces conspire to push an event past this mark, they are immediately moved up to upper management review to ensure everything possible is being done to resolve the issue.

3



Substitute units are sometimes an unfortunate necessity. Thankfully, Aim has locations with sub units across the U.S. If proximity is a factor, we also have the NationaLease network to draw from as well as the capability to tap into virtually any other leasing service. We work closely with our customers to determine at what point in an event a sub unit should be considered. In some cases, such as an obvious serious mechanical issue or accident damage, a replacement unit may be the first plan. In others, we may not entertain using a sub unit until after a firm diagnosis from an on-site technician points us in that direction.



YOUR ONE-STOP SOLUTION FOR YOUR TRANSPORTATION CHALLENGES



Full Service
Leasing



Integrated
Logistics



Commercial
Truck Rentals



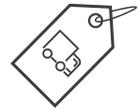
Professional Shop
Management



Preventative
Maintenance



Brokerage



Used Trucks

The transportation industry is evolving. You're evolving. And, luckily for you, so is Aim. In an ever-changing climate of specialized products, demands and services, Aim offers the innovation and flexibility to take your business where it needs to go.

While being one of the largest commercial vehicle leasing companies in the United States, Aim is small enough to offer the unique attention your business deserves.

So no matter what you do, what you're transporting or where you're taking it, we've been delivering reliable, cost-effective transportation solutions for over 50 years. That's why, from coast to coast, businesses transport with Aim.

Aim is a proud member of NationaLease, one of the largest full-service truck leasing organizations in North America. This means you get the combined strength and resources of more than 150 businesses acting as one to provide unparalleled services.



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