



# ROADTITAN

## SUBSCRIPTION FLEET KEY & ROADSIDE

POWERED BY:



## Frequently Asked Questions

Our Frequently Asked Questions section contains answers to common questions about eligibility, coverage details, and more. If your question cannot be found here, visit our website, [www.titanfleetprotection.com](http://www.titanfleetprotection.com), or give us a call at **844-286-9226**.

### Joining the Subscription Fleet Key & Roadside Program

#### How do I access my account?

Once you are enrolled in the Subscription Fleet Key & Roadside program, download our COVI app on the App Store or Google Play. Once you set up your account, you can add and manage your vehicles using their Vehicle Identification Number (VIN).

#### When I sign up, how soon will I receive access to Roadside Assistance?

Your coverage becomes effective immediately when you enroll in this Monthly Subscription Fleet Key & Roadside contract.

#### What is the process if I need Roadside Assistance?

You can request Roadside Assistance within the COVI app, or you can call us 24/7 at **844-286-9226**.

#### Do I need to register all of my vehicles to my account for access to Roadside Assistance?

Yes, all of your vehicles with a Subscription Fleet Key & Roadside contract will need to be added by VIN in order to receive Roadside Assistance.

#### Where can I get information on payment and cancellations?

Visit our website, [www.titanfleetprotection.com](http://www.titanfleetprotection.com), or give us a call at **844-286-9226**.

#### What is included with the COVI app?

Once the fleet manager downloads and signs into the app, important information and notifications are easily accessible 24 hours a day, seven days a week.

- Towing dispatch feature for routing drivers & tracking tow trucks
- Access warranty and protection product details
- View contract with product terms, program benefits, and claims details
- Store important vehicle documents in one convenient place
- Easily schedule service appointments
- Add and manage multiple vehicles with your account

#### What are the hardware requirements for RoadTitan?

Hardware is not required. Everything you need is conveniently located in our mobile app, COVI.

#### Does RoadTitan offer a free trial?

Each agreement comes with a 7-day free trial period. If you cancel your agreement before the trial period is over, and no claims have been initiated/filed within that time, you will be refunded 100% of what you paid.

\*Coverage may vary by state. Always review and refer to your agreement for complete coverage details.

For more information, contact RoadTitan:  
[hello@titanfleetprotection.com](mailto:hello@titanfleetprotection.com) | 844-286-9226