

WHAT DO HAULERS LIKE ABOUT TRUX?

WE SURVEY OUR HAULERS REGULARLY TO ASK THEM ABOUT THEIR EXPERIENCE USING TRUX. HERE IS WHAT THEY SAY.

WHO ARE OUR HAULERS?



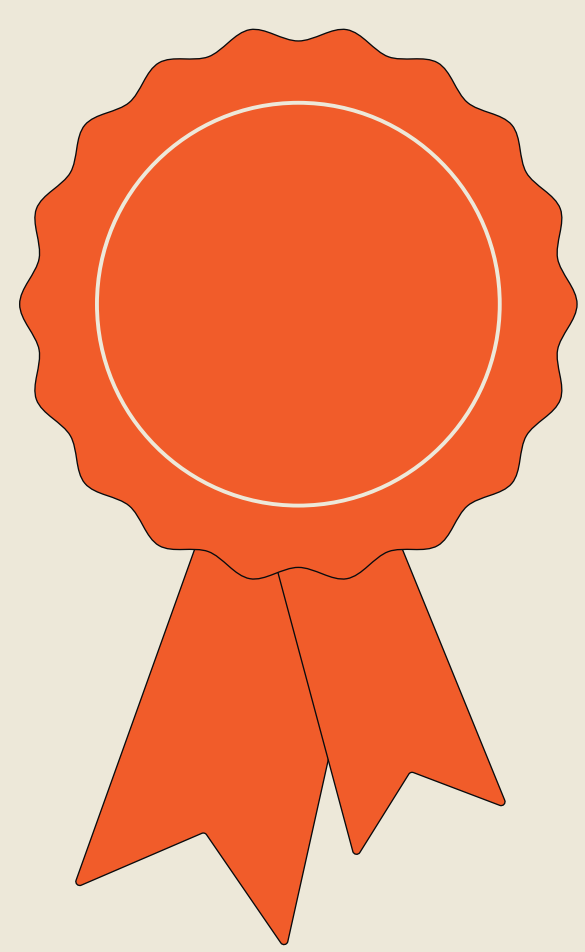
Over 45,000 haulers have joined Trux since we started back in 2016.



They have delivered over 8.2M loads...



...and logged over 322M miles!

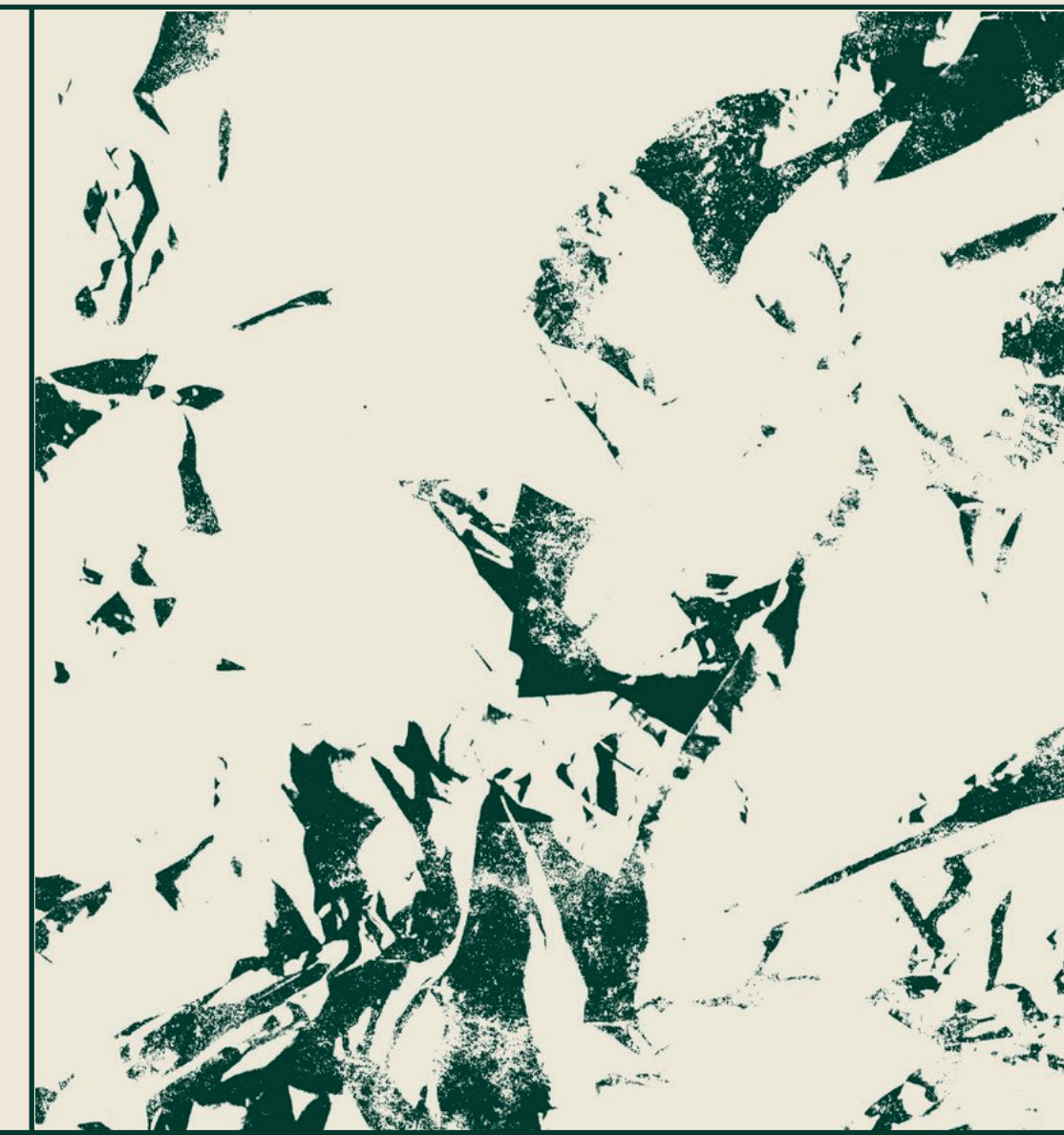


HOW SATISFIED ARE HAULERS?

Our user satisfaction scores are **BEST IN CLASS** and rank in the 90th percentile¹

WHAT ARE THE TOP 5 REASONS CITED?

We analyzed all of the responses to our hauler satisfaction survey to identify the most common themes driving our scores. Here's what we found.



1 THE APP

THE MOST COMMON REASON GIVEN FOR A HIGH SATISFACTION SCORE WAS THE APP ITSELF. HAULERS BELIEVE THE APP IS EASY TO USE.



Trux Drive is rated a 4.7 out of 5.0 stars on the App Store - the Average score for Business apps is 3.65. The average score for Weather apps, the top category, is 4.24²

4k+
DAILY

6.5k+
WEEKLY

10.5k+
MONTHLY

TRUX DRIVE USERS

2 PAY

HAULERS LIKE THAT THEY CAN EARN MORE MONEY AND GET PAID WEEKLY WITH TRUX



180k
number of
weekly hauler
payments

3 WORK

HAULERS SAY THAT TRUX HELPS THEM FIND AND COMPLETE MORE WORK THAN THEY COULD WITHOUT IT

21

the average number of haulers taking their first shift on Trux each day

1

average number of extra loads a hauler gets per day with Trux

224k

number of available jobs posted on the Trux Marketplace

4 CUSTOMER SERVICE

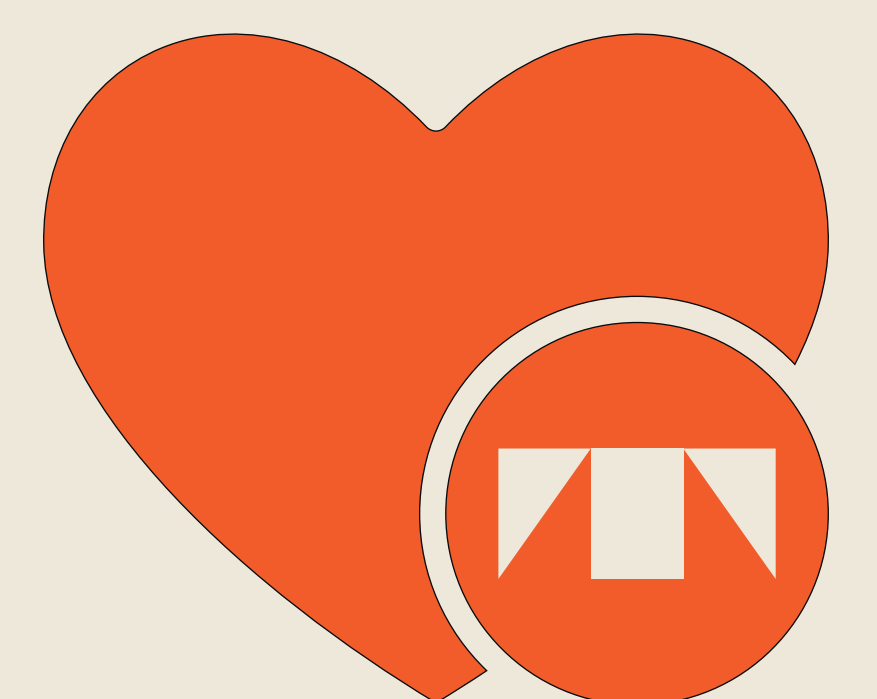
MANY HAULERS GIVE A SHOUT OUT TO THE TRUX CUSTOMER SERVICE TEAM

91%

Customer Service satisfaction score

5 THE COMPANY

FINALLY, HAULERS BELIEVE THAT TRUX, THE COMPANY AND ITS PEOPLE, ARE GREAT TO WORK WITH. THE FEELING IS MUTUAL ;-)



¹ - Qualtrics: NPS scores among companies in the software industry, including Apple, Adobe, Google, Intuit, Sony, and others.

² - Statista, Average star ratings of mobile apps hosted on the Apple App Store by category