



# FREIGHTGUARD

We work hard when “shift happens”

## Who Is FreightGuard

FreightGuard has been providing its service guarantee programme to the freight industry for over 20 years. Our global client base includes:



## What is the FreightGuard Service Guarantee?

The FreightGuard service guarantee is a value add service designed to provide a regulated framework to limit the risk exposure of customer claims for loss or damage to freight.

FreightGuard also provides *INSIGHTS* to assist companies in driving their loss and damage incidents down even further.

FreightGuard becomes the *UNBIASED AND INDEPENDENT* administrator assessing the legitimacy of the loss and damage claim.

FreightGuard introduces a way for freight companies to generate a *REVENUE STREAM* which will be used to compensate their customers in cases of loss and damage, when the goods are under the freight company's care, custody and control.

## Who benefits from the FreightGuard Service Guarantee?

### Freight Company

- ✓ Stamp of quality and care. Highlighting to the customer that the company takes responsibility for their service. It indicates that the customer will be compensated for loss or damage limited to a specific value with no excess applied.
- ✓ Protects longstanding customer relationships which can be destroyed on the rare occasion when a consignment is lost or damaged. (Research has shown that 100% of customers whose goods have been damaged or lost will no longer use the services of the freight company)
- ✓ Guaranteed additional revenue stream for claims compensation (stop settling claims from bottom line profits)

### Customer

- ✓ Guaranteed that incidents of loss or damage are covered up to a specified value.
- ✓ Guaranteed that their loss or damage incident will be assessed within 7 days.
- ✓ If their loss or damage claim is successful, it will be settled up to the limit of liability value.
- ✓ Paid by the freight company or offered a credit note for their next delivery.

## CONTACT YOUR FREIGHTGUARD REPRESENTATIVE

T: +27 83 554 3190 SOUTH AFRICA

T: +972 54 810 1162 ISRAEL






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## FreightGuard Value Added Service

### FreightGuard

- ✓ Assesses all loss or damage incidents in accordance with the terms and conditions of the FreightGuard Service Guarantee Programme and agreed or rejected within a 7-day time frame
- ✓ Offers an unbiased and independent administration service for clients
- ✓ Shows freight companies how to generate a new revenue stream
- ✓ Provides a complete training programme for client sales teams, credit controllers and customer service staff prior to implementation, to help maximise the benefits of the FreightGuard Service Guarantee to their customers
- ✓ Offers insights into the freight company's operations with the aim of driving loss or damage incidents down even further, including packaging standards, analytics and other insights
- ✓ Is compliant with the relevant FSB rulings and FAIS Act.

### What Our Clients Say About Our Services

	<p>After twelve months, we are able to openly state that the FreightGuard system of issue resolution has been a complete success. Not only do we acknowledge and settle claims for loss and damage externally but we are prompt, clear and consistent in all cases.</p> <p>Our customers are able to gain confidence in our service where an issue may have occurred and know that they will not be overlooked when it comes to direct claims for compensation.</p>
	<p>The benefits to our business of offering the FreightGuard Service Guarantee were realised from the first month and have met our every expectation over the years. The financial benefit as well the additional value add feature of regular claims reporting and efficient administration, are worthy of special mention.</p> <p>The Management of Seabourne Express confidently recommends the FreightGuard Service Guarantee to all organisations in the freight industry.</p>
	<p>The benefits to our business of offering the FreightGuard Service Guarantee are numerous:</p> <ul style="list-style-type: none"><li>✓ Increased level of Customer satisfaction with the confidence<ul style="list-style-type: none"><li>○ that claims will be considered and assessed promptly</li><li>○ that claims are assessed by an independent 3rd party</li></ul></li><li>✓ Enhanced focus on Right Side Up freight handling operations to improve our levels of service and to control the incidents of loss or damage</li><li>✓ Increased bottom line earnings in line with what was anticipated by FreightGuard Service Guarantee Model</li></ul> <p>The FreightGuard Service Guarantee Program is a value-add service that we have no hesitation in recommending to all freight and logistics organisations.</p>

Click Below For More Information



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