

BlueStar Logistics Pty Ltd

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FreightSafe Warranty FAQ's

- **Is this not just another version of a product that Blue Star has already offered in the past?**

The FreightSafe Warranty Program is an exciting and innovative service that is currently being adopted by some of the major players in the freight industry.

Previously Blue Star had an insurance product offering that did not fully address the needs of its customers both from a pricing and form an 'ease of use' perspective.

FreightSafe has been designed to automatically provide our participating customers with up to \$1,000 of warranty in the event of loss or damage of goods consigned.

- **Is this an insurance product?**

No, Blue Star does not possess an AFS licence and therefore does not wish to provide a financial service. FreightSafe is a Warranty service which means that while the goods are in possession of, and subject to the control of Blue Star, we will indemnify our customers against loss or damage for up to \$1,000 of the cost price of the goods.

Think of it as an additional service guarantee for those customers who wish to add further peace of mind to our already excellent service.

- **What if our customers only want the warranty at seasonal times of the year or only on certain line items?**

FreightSafe is applied to a customer's account number. This means that all goods consigned on that account, are automatically covered by the warranty program for up to \$1,000 per consignment note, where customers have selected this service. Customers cannot therefore select or de-select individual consignments sent on their account for the warranty program. Once a customer has made the choice to either accept or decline FreightSafe, this decision will apply for that financial year to all goods consigned on that account number.

- **What are the benefits of FreightSafe?**

FreightSafe is administered by FreightWise, the only financial risk management organisation that focuses on the freight industry. FreightWise will administer all claims on behalf of Blue Star and we guarantee the fastest possible claims settlement times. Claims are dealt with promptly and efficiently and we aim for a claim turn-around time of 7 days.

The norm for the freight industry is 120 days +.

Also because you are our valued customer we do not look at ways of avoiding the payment of claims. If your claim is valid we will settle it expediently.

- **Who Do I talk to if I want to claim?**

If you have a claim, please contact your nearest Blue Star branch and they will send you a claim form. Alternatively you can download the form from our website www.bluestarlogistics.com.au

All claims can be submitted via fax (**03 9308-0506**), or email, claims@bluestarlogistics.com.au or post to **PO Box 119 Somerton, Victoria 3062**.