

U.S. CUSTOMS AND OTI/FMC BONDS— WHY ROANOKE TRADE IS THE RIGHT CHOICE

FIRST... SOLID... HERE TO STAY

Roanoke Trade was the first organization to make U.S. customs bonds readily available to importers via customs brokers. Prior to the broad accessibility of U.S. customs bonds, importers' options were either to encounter long delays in the release of their cargo until all duty, tax and admissibility questions were settled; or, to post sizable cash deposits with CBP in exchange for the release of their goods. Thus, at the onset, we became recognized as the most reliable source for U.S. customs bonds and this is our ongoing commitment.

Our stability in the marketplace attracts and retains the best and the brightest. For example, our employee base includes licensed customs brokers, certified customs specialists, accredited insurance specialists and certified risk management professionals. Plus, over 40% of our total employees and over 60% of our bond team have worked with us for over 10 years. Pair this with the financial strength and support of Munich Re, and we are a solid choice for employees and clients alike:

Surety & Re-Insurer	U.S. Treasury Underwriting Limit	A.M. Best Rating*
AAIC	\$ 15,622,000	A+ (Superior) Financial Size Category: XV (\$2 Billion or greater) Outlook: Stable Effective Date: 10/27/2011
Munich Reinsurance America, Inc.	\$416,954,000	A+ (Superior) Financial Size Category: XV (\$2 Billion or greater) Outlook: Stable Effective Date: 10/27/2011

*A.M. Best's ratings reflect an independent opinion, based on a comprehensive quantitative and qualitative evaluation, of a company's balance sheet strength, operating performance and business profile. Ratings are not a warranty of a company's financial strength and ability to meet either its obligations to policyholders or its financial obligations.

ACTIONS SPEAK LOUDER THAN WORDS

Every company can either lead or follow—we choose to lead with our clients' interests in mind every step of the way. You will find that no other surety or insurance provider participates and supports the groups relevant to your business with as much dedication and determination to influence positive results for your industry. The insights provided to us through this involvement, coupled with client feedback, are the foundation of the innovation which goes into our products and services for your industry.

FASTBOND™... ABI INTEGRATION... eBOND

Of the few automated systems in North America that help customs brokers manage their bond business, Roanoke Trade's FastBond™ program leads the way in providing increased efficiency and reduces the potential for data errors. FastBond™ also gives you the opportunity to manage your business with various self-accessed report options; or, we can schedule reports to be emailed to you on a regular basis. Plus, like all of our systems, FastBond™ is accessible and supported 24/7.

Roanoke Trade employs dedicated programmers in-house to continuously develop and enhance the features of FastBond™. Your business needs never stand still, so neither can our systems, products or services. Helping your employees do their jobs smarter, faster and more efficiently is the primary objective behind our online offerings.

Several ABI software providers have our single entry bonds built into their systems in addition to various in-house client built systems. This integration enables our clients to electronically report their bonds to us and reduces data entry for improved productivity.

Finally, while we still await final commitments from CBP for the development of eBond, we have begun the process of mapping out the future needs of our clients in this environment, and the future development of our systems.

NEW BUSINESS REVENUE GENERATION AND CLIENT RETENTION SUPPORT

Customs brokers must continuously find ways to add value to their existing client base and customs bonds are a natural part of that. The number of customs bonds that your staff produces annually can increase with some training from your bond provider. Roanoke Trade provides customs bond training manuals and quick reference guides on authority and rates to ensure your employees have every tool available and are comfortable speaking with clients about bonds.

We also provide reports on fines, penalties, forfeitures, unliquidated entries and other management reports to assist your team with compliance. Access to this data ensures that your import team has information first-hand for your clients—and that equals business retention.

CONTACT US

If you are already working with Roanoke Trade, we thank you and ask you to please contact us with your feedback and suggestions as we strive to continuously adapt to your changing needs. If you're not working with Roanoke Trade, please contact us today and learn more about the positive, results-oriented services we can offer your company.