



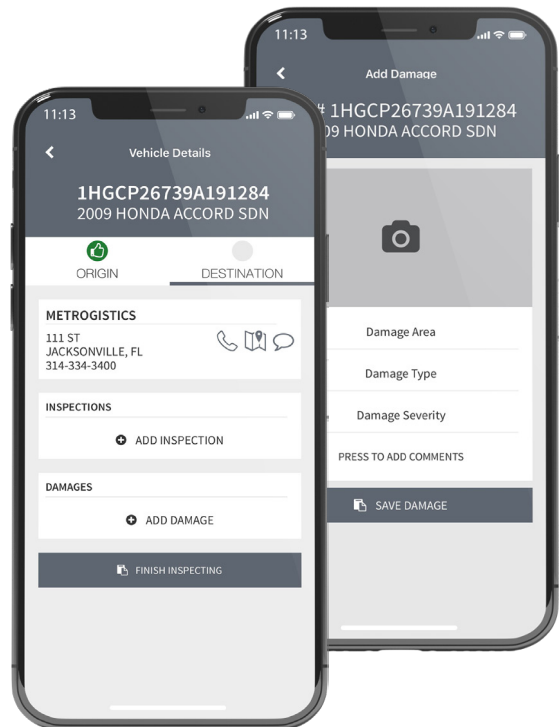
ACERTUS INSPECTION PROCESS USING VINlocity CARRIER

VINlocity Carrier is ACERTUS' proprietary electronic Proof of Delivery (ePOD) mobile application for carriers. By utilizing this technology, we are able to provide you, our valued customer, with a more efficient, streamlined process and house all Bill of Ladings (BOLs) in one centralized location.

In order to better protect you and your assets, we have created the following Inspection Process Guide to ensure that any damages are notated properly.

Upon arrival, the ACERTUS carrier will open their VINlocity Carrier app and inspect the vehicle for any damages. We encourage the customer to inspect the vehicle as well.

For any damages found, users will select the "add damage" button within the "Vehicle Details" screen of the VINlocity Carrier app. Upon selecting this button, they will be prompted to add a photo of the damage, universal damage code and any additional details within the app. This process will be completed for each vehicle within a load.



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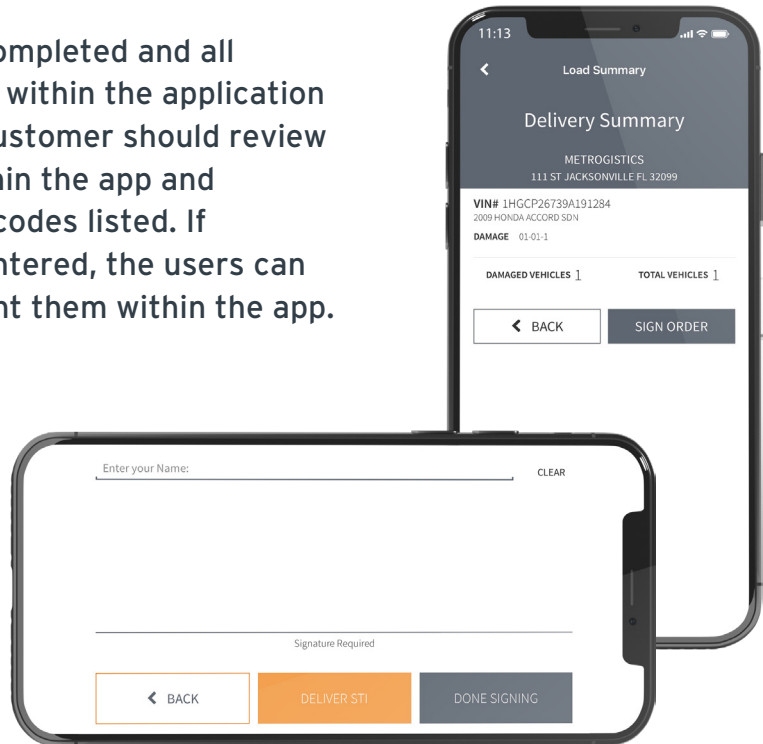
Once the inspection process is completed and all damages have been documented within the application for all vehicles, the carrier and customer should review the **"Load Summary" screen** within the app and reference the universal damage codes listed. If additional damages need to be entered, the users can tap the back button and document them within the app.

Once all damages have been reviewed and confirmed, both the carrier and customer must **sign within the app**.

Please note that once the customer has signed, additional damages cannot be added. If the carrier requests the customer's signature

without providing the opportunity to review the notated damages, the customer can tap the back arrow until they reach the "Load Summary" screen. If the customer refuses to sign within the app due to COVID-19 concerns, the carrier will notate this, and the customer will have 48 hours from time of delivery to report damages to the ACERTUS claims team.

Once all signatures have been entered, the BOL will be automatically sent to ACERTUS. If the customer would like a copy, they can request that the carrier send it via email through the VINlocity Carrier app.



If you have any questions or concerns regarding this process, please contact your ACERTUS team. We appreciate your business and look forward to helping you experience our relentless drive to deliver.

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