

## Mondial Freight (HK) Limited



Dear SMIC Team,

First of all - CONGRATULATIONS to 10 Years SMIC!!!

For many years now your company has provided insurance services and consulting work, we have not found the need to go somewhere else for service or second opinion or pricing or operation issues.

From the very start we have had the secure feeling that we found the right partner. This impression was based on the following 3 major requirements we need from all our partners, namely being

- a - professionalism in service
- b - professionalism in pricing
- c - professionalism in commitment

There is nothing else that would work as the basis of a stable long term relationship. The options and insights regarding insurance needs for freight forwarding companies has been the best we have met for some time. All the offers and suggestions were based on sound experience from the industry and we found them all workable for our needs, i.e. these were not only theories which look nice on paper but would work in practice.

All the suggestions, starting from choosing insurance companies with various offers on hand up to implementing our own operation procedures and streamlining our documentation have worked out to be just perfect fitting.

The service level is very personal and tailor made for our company. Even many issues are common within the whole industry for each participant of the freight

forwarding world, however some situations are just unique to our company. So therefore we found the flexibility in working with an insurance broker well versed just very re-assuring.

There is always a person to talk to and all the staff have shown an added touch of urgency in handling our problems! This only shows the experience they have accumulated while working with SMIC or even before that, there is already a large amount of knowledge being brought into the service.

Thank you for being persistent in teaching and implementing "loss prevention" methods, this helps minimize many problems that may arise in the long term.

Having a save and sound insurance consultant is giving our company an extra edge towards serving our clients. We in turn are able to educate clients and other business partners and make moving freight a more professional and secure vocation. Our clients feel that we care about their shipments and this builds up trust and a good relationship with our customers. And that is what we mainly aim for, not only handle one or two shipments once in a while, but build up some lasting relationship, very clients can find everything they need for their forwarding problems.

Please keep up the good work and we look forward to working with your company in the near and far future ...

Michaela Au

Director

Mondial Freight (HK) Limited