

Head Office:-

45 Taylor Place

Eagle Farm 4009

Ph 36084900

# FOLLOWMONT TRANSPORT NEWS

FEBRUARY 2010

## QUICK REFERENCE GUIDE

Followmont Transport has Depots or Agents servicing all Queensland Locations. See a complete list of these at [www.followmont.com.au](http://www.followmont.com.au)

## PHONE NUMBERS

|             |          |
|-------------|----------|
| CAIRNS      | 40548100 |
| TOWNSVILLE  | 47751788 |
| AYR         | 47835183 |
| BOWEN       | 47862878 |
| MT ISA      | 47432366 |
| MACKAY      | 49522244 |
| ROCKHAMPTON | 49224227 |
| MORANBAH    | 49419510 |
| DYSART      | 49500457 |
| EMERALD     | 49824593 |
| LONGREACH   | 46582339 |
| GLADSTONE   | 49791480 |
| BUNDABERG   | 41517787 |
| MARYBOROUGH | 41212913 |

## BRISBANE HEAD OFFICE

|           |          |
|-----------|----------|
| Switch:   | 36084900 |
| Sales:    | 36084940 |
| Pickups:  | 36084960 |
| Accounts: | 36084920 |

Please call (07) 36084940 or send an email to [sales@followmont.com.au](mailto:sales@followmont.com.au) for a quote on large volumes or out of gauge freight.

[www.followmont.com.au](http://www.followmont.com.au)

## FreightSafe Warranty Service – Commencing 1 March 2010

Followmont is pleased to announce that the new **FreightSafe Warranty Service** will commence from 1<sup>st</sup> March 2010. The **FreightSafe Warranty Service** benefits customers (who pay a small per consignment fee in addition to the standard freight charges) by providing:

- Automatic cover on consignments.
- Fast claim settlement.
- Full payment of claims up to \$1,000

The charge per consignment is \$6.00 plus GST. Once registered with us for the purposes of FreightSafe Warranty Service this charge will be added to the charges per consignment, and will be shown separately on your invoices. All claims will be subject to compliance with our terms and conditions.

**On the back of this Newsletter is your FreightSafe Warranty Registration Form.**

For your convenience, this form is also available from our website [www.followmont.com.au](http://www.followmont.com.au). Please visit [www.followmont.com.au](http://www.followmont.com.au) to view the terms and conditions of the FreightSafe Warranty Service. Please complete and return the form by the 28<sup>th</sup> February, in one of the following ways:

- Fax to 36084650
- E-mail to [risk@followmont.com.au](mailto:risk@followmont.com.au)
- Post to P.O. Box 1597 Eagle Farm BC Qld 4009

For additional information please email us at [risk@followmont.com.au](mailto:risk@followmont.com.au) or visit [www.followmont.com.au](http://www.followmont.com.au)

## ELECTRONIC STATEMENTS.

**In response to customer requests we have now introduced some alternatives to receiving paper statements from Followmont. Commencing with the statements for March, which will be available in early April, the alternatives for getting statements will be:-**

- Paper Statements – we will continue to produce paper statements for customers who require this service
- Emailed Statements – for customers who want their statements a couple of days earlier than they would receive a printed statement, we will email you a statement in PDF format as soon as they are ready. You will be able to visit [www.followmont.com.au](http://www.followmont.com.au) and download this information in CSV format.
- Email Notification that Statements are Ready. – this is the quickest way to get your statements. With this option we will email customers that their statements are ready and available for them to download. By selecting this option you will have access to both PDF and CSV format for statements.

Please Register now at [www.followmont.com.au](http://www.followmont.com.au) if you would like to use these options.

**Payment of Freight Charges** – When customers send freight with receiver marked to pay we require that the receiver has a current Followmont account. In the absence of such an account the sender of the freight will be liable for the freight charges, as per our terms and conditions. Please ensure you have the correct account number and the other party's agreement when nominating someone to pay freight charges.